Advantage Retail System 8850

Mobil Oil New Zealand "Point Of Sale User Guide" supplement

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Suggestions

If you have any suggestions as to how we can improve the quality and/or readability of this manual, then we would be happy to hear from you. We can be contacted at the following address:

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Introduction

This document is a supplement to the existing PEC Retail Systems 8850 “Point Of Sale User Guide” which details the generic features and operations of the Console and FST.

Refer to the PEC Retail Systems 8850 “Site Controller Manual” for all information on the Site Controller.

For whom

We recommend:

Site managers

Should be familiar with all chapters in this supplement.

Console operators

Should read Chapters 1, 2 and 3 in particular.

Forecourt attendants

Should read Chapters 1, 4 and 5.

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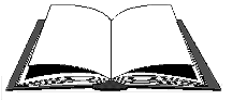

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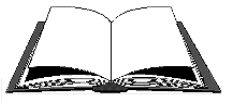

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Chapter 1

EFT Overview

Introduction

The Electronic Funds Transfer (EFT) capability is an integral feature of the PEC Retail Solutions 8850. The Console and FST are Electronic Funds Transfer Point of Sale (EFTPOS) terminals.

An EFT transaction results in funds being electronically transferred to your sites bank account For the purpose of this manual, all card sales excluding local account card sales are defined as being EFT transactions.

A Console or FST must be linked with an EFT acquirer, for EFT transactions to take place.

The following terminology section briefly explains the terms you need to be familiar with when processing EFT transactions on the 8850.

Terminology

Acquirer

An Acquirer is an intermediary institution which processes EFT transactions for various financial institutions such as banks, Oil and Credit Card companies.

Currently the New Zealand Mobil sites are connected to two EFT acquirers:

- **ETSL** which processes transactions for several major banking institutions.
- **MOBIL** which processes MobilCard and various other card transactions for card issuers such as Farmers, Rockgas and Amex.

Card Issuer

Banks and other financial institutions issue EFT cards.

Cashout

The customer may wish to draw cash from their account (up to a predefined amount set by their bank). For example, a customer may purchase $25.00 of goods and request a further $15.00 in cash.

The process of withdrawing cash in this way is called a “Cashout”.

EFT

The Electronic Funds Transfer (EFT) capability is an integral feature of the PEC Retail Solutions 8850. An EFT transaction results in funds being electronically transferred to your sites bank account.

EFT cards

EFT cards when used as payment for goods and services result in funds being electronically transferred to your site's bank account. EFT cards may be Debit, Credit or Charge cards.

Debit cards

The majority of EFT cards are debit cards. The transaction amount is instantly deducted from the customer's bank account.
A customer PIN is required for verification of the account.

Credit cards

Credit cards effectively access a credit account at the bank. For an EFT transaction at the Console the customer generally has the option of using their PIN or Signature for verification. However for a transaction at the FST, the customer must use their PIN for verification as signature verification is not available.

Charge cards

For charge cards the value of the EFT transaction is charged to the customer's account and the customer is sent a statement at the end of an agreed period. MobilCard, Farmers, Rockgas, Amex and Diners cards are examples of charge cards.

Certain charge cards do not require PIN verification for an EFT sale at the FST, such as Amex and Diners.

EFT settlement

The EFT settlement is an acquirer related function which is performed once a day for each Console and FST.

At settlement time, each acquirer collates all the EFT transactions since the last settlement was made. Totals accumulated by the acquirer and the site are compared and any variations noted. Acquirer totals are transferred to your site's account. Totals are then reset to zero; to begin another period of transactions.

If you do not initiate a "graveyard shift close" the 8850 will automatically initiate one which includes the EFT settlement.

EFTPOS

The Console and FST are the Electronic Funds Transfer Point Of Sale (EFTPOS) terminals of the 8850 system.

Log on

A communication link between the Console or FST and at least one of the acquirers is required before you can perform EFT transactions.
This process of establishing the link is called “log on”.

“Log on” is normally an **automatic** process requiring no operator action and is performed in the background. When logging on to an acquirer is successful, the acquirer’s icon is displayed on the Console screen.

If you have the correct access level you can manually “log on” to the acquirers from the Console and FST menu options. These menu options are explained in the following chapters “Console menus” and “FST maintenance”.

On-line

The Console or FST is said to be “on-line” when communications between your site and at least one acquirer has been established. EFT sale processing can begin.

Primary Account Number (PAN)

The Primary Account Number (PAN) is the number embossed on the customer’s card.
PANs are used when you need to manually enter the customer’s card number.

Note: Acquirers do not support manual PANs on debit cards.

For example, if the magnetic stripe on the customer’s card cannot be read, you can continue the sale by manually entering the card number via the Console keyboard.

Personal Identification Number (PIN)

The Personal Identification Number (PIN) is like an electronic signature. When required, the customer must enter their PIN before the acquirer will process the EFT transaction.

PINs are confidential to each customer. Each PIN is "scrambled" before it is transmitted to the card issuer for verification.

Generally, when a customer selects their savings or cheque account to pay for the transaction, they will be required to enter their PIN as verification.

PINpad

The PINpad is an accessory to the 8850 system. The customer uses the PINpad keypad to enter data. For example, to select which account should be used to pay for the transaction, and to enter their PIN.

Prompts are displayed on the PINpad display to help guide the customer through the sale. The PINpad also displays any message relating to the transaction, for example, ACCEPTED.

Signature verification

Rather than entering a PIN, some customers may wish to use their own signature as verification. It is then your responsibility as the Console operator to verify the signature. If the signatures match, finalise the transaction, or if the signatures do not match, cancel the transaction.

Generally, when a customer selects their credit account to pay for the transaction, signature verification is the method used to verify the cardholder.

If your 8850 is set up to accept signature verification, the customer has the option of entering their PIN or bypassing PIN entry and pressing the ENTER key. However, if the acquirer is expecting a PIN the sale will be declined.

Chapter 2

Console Operation

Introduction

The Console is an Electronic Funds Transfer Point Of Sale (EFTPOS) terminal. The customer conducts their EFT transaction via the PINpad which is attached to the Console.

This section explains the following Console EFT features:

- Log on
- the processing of EFT card sales

For further information on the operation of the Console refer to “Chapter 3 Console Menus” and the PEC Retail Systems 8850 “Point of Sale User Guide”.

Log on

A communication link between the Console and at least one of the acquirers is required before you can perform EFT transactions. This process of establishing the link is called “log on”.

“Log on” is normally an **automatic** process requiring no operator action and is performed in the background. When logging on to an acquirer is successful, the acquirer’s icon is displayed on the Console screen.

Mobil and

The Console main display gives you a visual indication of the status of the link. The icons are displayed at the bottom of the Console screen to indicate which acquirers are logged on.

You can also check the status of the communication link by looking at your Console menu option ”logon status”. This displays the current status of the acquirers. For more details on this menu refer to the following chapter titled “Console menus”.

The crossed “Bank” icon means the Console is not logged on to the EFTPOS acquirer. The crossed “Mobil” icon means the Console cannot communicate with the Mobil acquirer. You have two options if the Console is not logged on to either acquirer:

Either:

Give the system time to automatically log on, wait for approximately ten minutes.

Or:

If you have the necessary access level initiate a manual log on from the Console menu “Current terminal, All Hosts”. For more details on this menu option refer to the following chapter titled “Console menus”.

Contact your Help desk for assistance if there are still problems logging on.

Processing EFT sales

To initiate an EFT sale, you enter the sale items and then swipe the customer's card through the Console cardreader. The system automatically determines the card type and which acquirer will process the transaction.

Sale window

During an EFT sale, the sale window indicates to you how the sale is progressing.

For example:

Sale 1 (Waiting for ACC)

PINpad display

The PINpad display prompts the customer for their required entry. The customer responds to these prompts.

For example:

```
PIN? CHQ $8.56
```

If the customer makes a mistake while entering data on the PINpad, instruct them to press the CLEAR (CLR) key and then to re-enter their data.

Starting another sale

Once you have swiped the customer's card, you can begin another "non-EFT" sale. Simply enter, into the Console, the first item and a new sale window will open. To start any further sales press the NEW SALE key and begin entering the items into the sale.

Note: A maximum of five sale windows is possible on the Console.

Cancelling an EFT sale

You can cancel an EFT sale prior to the sale window displaying the finalised message and ACCEPTED being displayed on the PINpad.

Action:

1. Press the Console **Cancel** key to cancel the EFT sale.

Results:

1. An operator window is displayed indicating the sale has been cancelled.

```
Transaction Cancelled
Cancelled by Operator
ENTER or CLEAR to proceed
```

2. The PINpad display indicates to the customer the EFT sale has been cancelled.

```
TRANS. CANCELLED
```

3. A declined receipt is printed.

EFT receipt printing

The following are general rules for printing EFT receipts.

- To obtain a *duplicate* receipt for the last finalised sale press the Receipt Print key.
- For **PIN verified EFT sales**, only one receipt is printed, for the customer. If your site requires a receipt press the Receipt Print key to print a *duplicate* receipt.
- For **Signature verified EFT sales** two receipts are printed. The first receipt which is signed by the customer is for your site's records. The second receipt which is a *duplicate* is intended for the customer.
- To print a *duplicate* receipt for a **declined EFT sale**, you must press the Receipt Print key while the unaltered sale window is displayed or via the Site Controller's Journal review.
- You can print a *duplicate* receipt for a past sale from Journal Review on the Site Controller. Refer to the PEC Retail Systems 8850 *Mobil Oil New Zealand Site Controller* supplement for an explanation.

For examples of EFT accepted and declined sale receipts, refer to Appendix A.

Example sales

The following are examples in which we explain how to process the types of EFT sales:

- **Signature verification sale.**
  Processing a MobilCard sale using the customers signature as verification.
- **Keying Manual PAN**.
  Initiating an EFT sale by manually entering the card number.
- **EFT sale with cashout**.
  An EFT sale including a cashout using PIN as verification.
- **Refund sale**.

In these examples the sale item PLUs are manually entered. For sites that have barcode readers you would use the barcode reader to enter the item into the sale.

Note:

1. All the steps shown in the following examples may not be required during the sale. This is dependent on the following:
   - the response sent by the acquirer.
   - the set up of your Site Controller.
   - the type of card the customer uses.

2. The acquirer has the “final say” on certain EFT features, they may even override the set ups within the Site Controller.
   For example:
   - whether refunds are accepted.
   - whether cashouts are accepted.
   - the verification required.
   - account selection.

Signature verification sale

The following example shows how to process an EFT sale where the customer uses their MobilCard to pay for the transaction and their signature as verification.

Note: Whether signature verification is acceptable for a card type is dependant on the card's set up on the 8850.

1. Check the Console is logged on to the Mobil acquirer. (See if the Mobil icon is displayed on the bottom line of the Console main display).
2. Prepare the sale in the usual way. In this case fuel from pump 7 and a $3.00 juice.

7	PUMP SALE
3 00	JUICE

3. Swipe the customer's card through the Console cardreader slot.

   If the acquirer is not available the sale cannot continue using this finalisation method. An error window is displayed on the Console informing you the acquirer is unavailable.

4. The PINpad display prompts the customer:

   ```
   PIN or ENTER
   ```

   In this example ask the customer to press the ENTER key.

5. The Console and PINpad displays indicate the transaction is being processed by the acquirer.
   The account details are being verified at this stage.

Sale 2 (Processing Now)	
7 Unlead 91 11.00L 90.0c/L	$10.00
Juice 300 mL	$ 3.00
PENDING	**$13.00**

   The acquirer also checks the sale items to confirm they are "valid" purchases for this card.

Note: For details on processing a sale containing "invalid" purchases (restricted products or products exceeding set limits), refer to the following section titled "MobilCard product restrictions and limits".

6. An operator window is then displayed on the Console screen prompting you to enter (via the Console keyboard) the odometer reading for the customer's car.

```
Sale 2 (Enter odometer)
```

   This prompt may be displayed depending on the requirements of the customer's card. Generally, if the odometer prompt is displayed you must enter an odometer reading.

   Further prompts may be displayed, prompting for information such as the driver's name or an order number.

7. A message is displayed on the Console indicating you must verify the customer's signature.

```
ACCEPT WITH A SIGNATURE
     Signature reqd
Press ENTER key to approve
     Cancel key to decline
```

While a receipt is being printed, an operator window is displayed prompting you to obtain the customer's signature. Ask the customer to sign the receipt on the dotted line.

```
(08) ACCEPT WITH SIGNATURE


*-----------------------------*
```

8. It is now your responsibility, as cashier to verify the customer's signature.

Either:
The **signatures match**, approve the sale:

Press the ENTER key to complete the sale. A duplicate receipt is automatically printed for the customer.

Or:
The **signatures do not match**, decline the sale:

Press the Cancel key to decline the sale.
A receipt is automatically printed indicating the sale was declined.

The customer can then request one of the following actions:

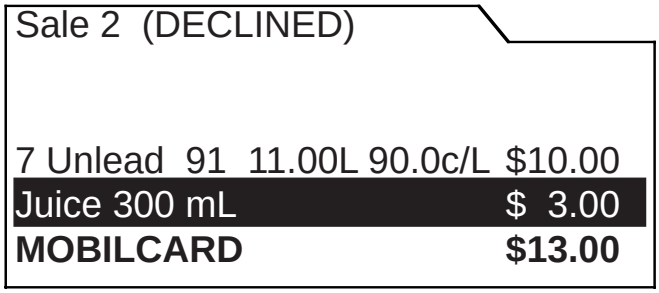
- finalise the sale using another method.
- request that the sale be cancelled.
- try again with EFT (perhaps using a different account).

MobilCard product restrictions and limits

A MobilCard can be set up to restrict purchasing to certain fuel types or products. The card set up can also limit the volume or dollar value of the fuel or product purchased.

Restrictions

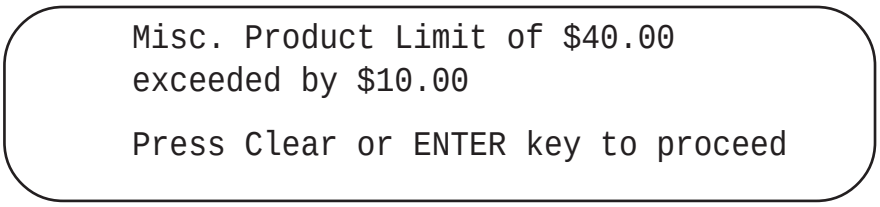
If the sale window contains an item that is not a “valid” purchase for this particular card, the invalid sale item is highlighted. An operator window is displayed indicating the sale item is not allowed.



In the example sale window above, the sale is declined because this MobilCard has been set up to purchase fuel only.

Limits

If a sale item exceeds a dollar or litre limit set for this particular card an operator window is displayed, for example:



The sale is **declined** and a receipt is printed.

It is your responsibility as cashier, to determine how the customer wishes to pay for this sale.

If the customer wants to finalise the sale with their MobilCard again, you must DELETE the invalid sale item and ensure the item is returned to stock. Swipe the customer’s card to initiate EFT processing.

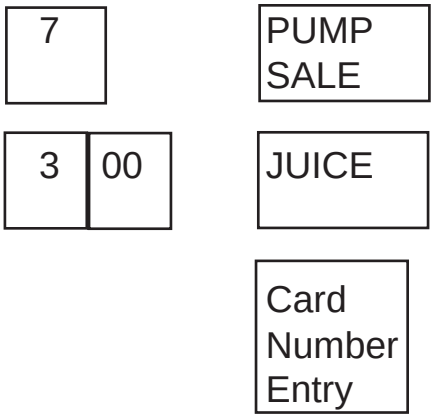
If the customer wishes to pay for the sale using another method of payment, finalise the sale as you normally would for the selected method of payment.

Keying manual PANs

If there is a problem reading the cards magnetic stripe, you can manually enter the customer's card number via the Console keyboard.

Note: Acquirers do not support manual PANs on debit cards.

1. Check that the Console is logged on to an acquirer. (See if the Acquirer icons are displayed on the bottom line of the Console main display).
2. Prepare the sale in the usual way and then press the "Card Number Entry" key.



3. An operator window is then displayed on the Console screen.

```
                    SWIPE CARD

key card no & press LOCAL ACCOUNT key
    or ENTER for non local cards
    Press CLEAR key to quit
```

Using the Console keyboard, key in the card number embossed on the customer's card. Press the ENTER key.

If the acquirer is not available the sale cannot continue using this finalisation method. An error window is displayed on the Console indicating the acquirer is unavailable.

4. An operator window is then displayed on the Console screen asking for the expiry date of the card. This prompt is *conditional*, depending on the card type.

```
            ENTER EXPIRY DATE

    EXPIRY (MMYY):
Press ENTER key to continue
      Clear key to re-enter data
```

5. Ask the customer to select an account. The PINpad display prompts the customer to select which account should be used to pay for the transaction. This prompt is *optional*, depending on the customer's card type.

Note:
CHQ = Cheque account
SAV = Savings account.
CR = Credit account (for this example, CR is selected).

6. The PINpad display prompts the customer:

```
PIN or ENTER
```

In this example ask the customer to press the ENTER key.

7. The Console and PINpad displays indicate that the transaction is being processed by the acquirer.
The account details are verified at this stage.

8. The acquirer sends back a response and a message is displayed indicating you must verify the customer's signature.

```
ACCEPT WITH A SIGNATURE
    Signature reqd
Press ENTER key to approve
    Cancel key to decline
```

   While a receipt is being printed, an operator window is displayed prompting you to obtain the customer's signature. Ask the customer to sign the receipt on the dotted line.

9. It is now your responsibility to verify the customer's signature.

   Either:
   The **signatures match**, approve the sale:

   Press the ENTER key to complete the sale. A *duplicate* receipt is automatically printed for the customer.

   Or:
   The **signatures do not match**, decline the sale:

   Press the Cancel key to decline the sale.
   A receipt is automatically printed indicating the sale was declined.

   The customer can then request one of the following actions:

   - finalise the sale using another method.
   - request that the sale be cancelled.
   - try again with EFT (perhaps using a different account).

EFT sale with cashout

If your Console has a cashout function, the customer can withdraw cash from their account.

Note: Acquirers do not generally support cashouts on credit accounts.

The following example shows how to process an EFT sale, which includes a $15.00 cashout.

1. Check that the 8850 is logged on to an acquirer.
   (See if the acquirer icons are displayed on the bottom line of the Console main display).
2. Prepare the sale in the usual way.

1	6	00	Oil Filter
1	5	00	Cash Out

3. Swipe the customer's card through the Console cardreader slot.

   If the acquirer is not available the sale cannot continue using this finalisation method. An error window is displayed on the Console indicating the acquirer is unavailable.

4. Ask the customer to select an account.

   The PINpad display prompts the customer to select which account should be used to pay for the transaction.

   ```
   Account? $31.00
   ```

Note: **CHQ** = Cheque account (for this example, CHQ is selected).
SAV = Savings account.
CR = Credit account.

The Console sale window indicates what is happening to the transaction.

Sale 2 (Waiting for ACC)	
Oil filter	$16.00
Cashout	$15.00
PENDING	**$31.00**

5. The PINpad display prompts the customer to key in their PIN. The customer must press the ENTER key to confirm their PIN entry.

   An asterisk is displayed on the PINpad as the customer enters each digit. This protects the secrecy of the customer's PIN.

6. The Console and PINpad displays indicate that the transaction is being processed by the acquirer. The account details are verified at this stage.

7. A message is displayed indicating the status of the sale. If the sale was declined a message to this effect will be displayed.

Either:

8. If the transaction is **approved**:

   A receipt is automatically printed.

Or:

8. If the transaction is **declined**:

   A receipt is automatically printed indicating the sale is declined. An operator window is displayed in the foreground indicating why the sale is declined.

   The customer can then request one of the following actions:

   • finalise the sale using another method.
   • cancel the sale by deleting all the sale items.
   • try again with EFT.

Refund sale

Refund sales enable you to refund a sale to an EFT customer. Reasons for refunding a sale include selling the wrong pump sale to a customer.

Sites can be set up to accept EFT refunds but the acquirer has the final say as to whether EFT refunds are allowed and on which card types.

For certain card types, refunds cannot be included in an EFT sale containing purchase items; the sale will be declined.

In this example, the customer uses their PIN as verification. However, you can use the signature verification technique to process an EFT refund.

1. Check that the Console is logged on to an acquirer. (See if the Acquirer icons are displayed on the bottom line of the Console main display).
2. Prepare the sale in the usual way.

1	6	00

Oil Filter

REFUND

3. Swipe the customer's card through the Console cardreader slot.

   If the acquirer is not available the sale cannot continue using this finalisation method. An error window is displayed on the Console indicating the acquirer is unavailable.

4. Ask the customer to select an account.

   The PINpad display prompts the customer to select which account should be used to pay for the transaction. This prompt is *optional*, depending on the card type.

   ```
   Account? -$16.00
   ```

Note: **CHQ** = Cheque account (for this example, CHQ is selected).
SAV = Savings account.
CR = Credit account.

The Console sale window indicates what is happening to the transaction.

Sale 2 (Waiting for ACC)	
Oil filter	
REFUND	- $16.00
PENDING	**- $16.00**

5. The PINpad display prompts the customer to key in their PIN. The customer must press the ENTER key to confirm their PIN entry.

   An asterisk is displayed on the PINpad as the customer enters each digit. This protects the secrecy of the customer's PIN>

6. The transaction is being processed by the acquirer. The customer's account number is checked and the PIN is verified.

7. For certain card types, for a transaction with a negative value you are prompted to swipe the site's Merchant card and enter the Merchant number on the PINpad.

8. Messages are displayed at the Console and PINpad indicating the status of the sale. If the sale is declined a message to this effect wil be displayed.

Promotions

There are two types of promotions which can be “sold” at the Console.

Drystock promotions which enable the customer to purchase either a combination of PLUs, or multiples of the same PLU at a cheaper “special” price.

Wetstock promotions where purchasing fuel may entitle the customer to free promotion items or to purchase items at a cheaper “special” price.

The 8850 system detects if promotion PLU/SKU items are included in a sale. When a sale qualifies for a promotion the system automatically enters the promotion adjustment into the sale. The promotion adjustment which is also printed on the receipt has a negative value and shows the discount the customer receives.

```
                MOBIL BATT ST
                  UPPER HUTT
              04 DEC 1998 01:23 pm
                TRANS NO 0049/01
               GST NO. 47-957-694
               *** TAX INVOICE***
                Cashier: Manager


  01 PREM UNL 8.40 L 1.000 $/L      $  8.40
  330mL can of Lemonade             $  1.00
  Every $4 PremUnl = drink 80c      -$  0.20
  330mL can of Fanta                $  1.00
  Every $4 PremUnl = drink 80c      -$  0.20
  Cash                          NZ$ 10.20
  TAX AMOUNT                    NZ$  1.16

                HAVE A NICE DAY
```

Promotion adjustments

Promotion reminders

If a sale contains some of a promotion's items, depending on how the promotion is set up, a promotion reminder screen may be displayed on the Console. As Cashier, it is your responsibility to inform the customer of their promotion entitlement but, the customer is under no obligation to accept that entitlement.

Example; drystock promotion with reminder set to Any item missing

The promotion is to buy any two bags of chips from the Eta 50g range and a flake for $2.

The cashier enters one bag of chips and a flake into the sale and finalises the sale.

The promotion reminder screen is displayed:

```
          Promotion reminder
  With additional purchases the customer
  may qualify for:
  2xChips & flake for $2            $2.00


  Press ENTER to finalise the sale or
  press CLEAR to add more items to sale
```

The cashier presses CLEAR, enters another bag of chips into the sale and finalises the sale.

```
SALE No1
Chips ETA salt & vinegar 50g      $1.50
flake                             $1.00
Chips ETA garlic 50g              $1.50
2xChips & flake for $2           -$2.00
SUBTOTAL                          $2.00
```

The **promotion adjustment** is automatically entered into the sale window.

Overlapping promotions

Promotions that have the same promotion items can be active at the same time. When these overlapping promotions occur in a sale the customer has to either make a choice between these promotions or purchase further promotion items to “get” both promotions.

As Cashier, it is your responsibility to inform the customer their choices.

Example; a sale qualifies for two promotions which both contain a can of drink

Promotion 1: Every $20 Prem UNL and get 50c can of Fanta.
Promotion 2: Can of Fanta & flake combo.

The cashier enters the sale details into the sale window.

```
SALE No1

01 Prem UNL 45.00 L 1.000 $/L     $45.00
330mL can of Fanta                $ 1.00
Every $20 Prem UNL = 50c Fanta    -$  .50
flake                             $ 1.00
SUBTOTAL                          $46.50
```

The cashier tries to finalise the sale and the following window is displayed:

```
        SELECT PROMOTION ENTITLEMENTS

   Customer qualifies for ONE of the
   promotions listed below:

   1. $20 Prem UNL = 50c Fanta      x 1
   2. Can of Fanta & flake combo    x 1


   Please select desired promotion or
   press CLEAR to return to sale window.
```

If the cashier selects either one of the promotions the sale is finalised with the promotion adjustment added to the sale.

If the cashier enters another can of drink and tries to finalise the sale the following window is displayed:

```
SELECT PROMOTION ENTITLEMENTS

Customer qualifies for ONE of the
promotions listed below:

1. $20 Prem UNL = 50c Fanta      x 2
2. Can of Fanta & flake combo    x 1

Please select desired promotion or
press CLEAR to return to sale window.
```

Number of promotion entitlements

In this example, the customer wants one of each of the promotions.

When the cashier presses 1 the number of promotion entitlements decreases to one.

When the cashier presses 2 both the promotion adjustments are displayed within the sale window and the sale is finalised.

FPP vouchers

Introduction

When a customer purchases a PLU or a special promotion item (excluding carwashes) at the FST, a FPP voucher is issued after the receipt. The customer can redeem the voucher on the forecourt or in the C-Store at this site, immediately or prior to the expiry date (printed on the voucher).

Processing a FPP voucher is a two step process;

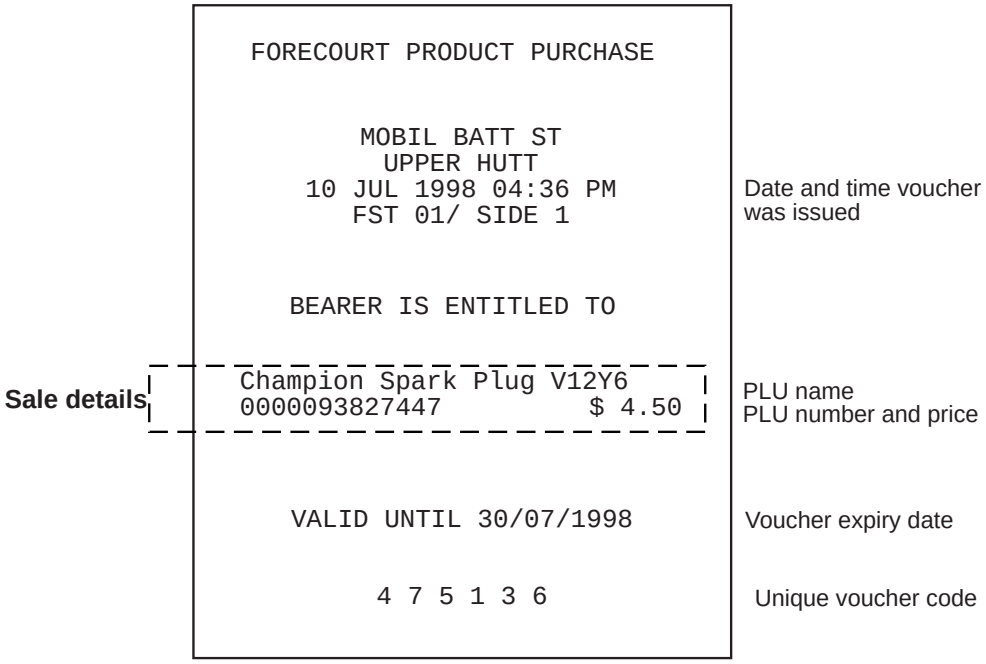
1. Check the voucher details.
2. Enter the voucher code at the Console.

1. Check the voucher details

When the customer redeems a FPP voucher within the C-store it is your responsibility, as Cashier, to check the following details:

- the voucher was issued at this site.
- the voucher is not a duplicate.
- the expiry date printed on the voucher is still current
- the item the customer has selected corresponds to the voucher item.
- if the voucher item has a SKU number (refer to the following page for the actions to take).

The following is an example of a FPP voucher:



The information printed as the “Sale details” may vary due to what is purchased at the FST, a PLU or a promotion. The information may consist of any of the following:

- PLU name, number and price
- SKU name, number and price
- Promotion name and price

Duplicate vouchers

If a customer presents a **duplicate** voucher you must confirm immediately the original has not already been redeemed.

To confirm the voucher code is still valid use the following procedure entitled “Voucher code entry”.

Expired vouchers

If an expired voucher is presented, it is at the Site manager’s discretion as to whether or not the voucher can be redeemed.

Vouchers with SKU numbers

For a voucher with a SKU number you must enter the voucher code immediately and scan the voucher item to get the PLU number.

```
        PROMOTION VOUCHER


           MOBIL BATT ST
             UPPER HUTT
       10 JUL 1998 04:36 PM
          FST 01/ SIDE 1


      BEARER IS ENTITLED TO


CADBURY'S BAR 500G
SKU - 000176

        AS PART OF PROMOTION
CHOC BAR PROMO              $2.00
      VALID UNTIL 30/07/1998


            4 7 5 1 3 6
```

2. Voucher code entry

You, as Cashier, can enter each voucher code upon redemption or wait until a “quiet” time in your shift and enter a “batch” of voucher codes.

1. To display the Voucher Code Entry window:
   either:
   press the Voucher Code Entry key
   or:
   press Menu
   press 2 key for Data maintenance menu
   press 5 key for Voucher code entry

2. Type in the Voucher code.

3. *Either:*
   The voucher “item” has a PLU number and the window displays the PLU name and number.

   Press Enter to validate the code.

   Or:
   The voucher “item” has a SKU number and the window displays the SKU name.

   Scan the barcode and press ENTER to validate the code.

4. If a Voucher validation receipt is printed attach the voucher to the validation receipt. Place the voucher in the cash drawer.

   For an example of a Voucher validation receipt refer to Appendix A.

Refund a FPP voucher

Refunding a FPP is a two step process:

1. You must enter the voucher code (as described in the previous procedure)
2. Then refund the item. The customer must supply the receipt and the voucher as the voucher price may not indicate the actual cost of the item being refunded.

To refund a standard PLU:

1. Type in the PLU number from the voucher and press the PLU key.
2. Press the Refund key.

   The PLU and refund details are displayed on the Console. You can now finalise the sale.

To refund a standard PLU which has had a price change:

1. Type in the PLU number from the voucher and press the PLU key.
2. Type in the price on the voucher and (if mapped) press the Price override key .`
3. Press the Refund key.

   The PLU and refund details are displayed on the Console. You can now finalise the sale.

Carwash

Introduction

A “carwash” is like any PLU; you can sell it, refund it, discount it and include it in promotions.

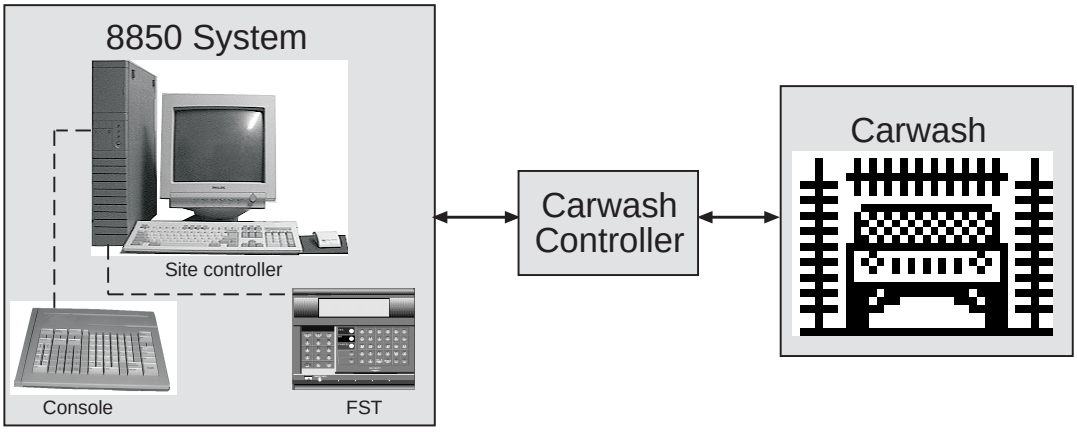
When you do sell a carwash the 8850 system issues the customer a receipt with a voucher attached. A carwash voucher is only valid for a limited time after the date of issue. The period the carwash voucher is valid for, is Site determined and set at the Carwash Controller.

The carwash voucher has a unique numeric code printed on it. When the customer wishes to use the carwash facility they activate it by entering this code.

Depending on your site’s setups, up to 16 different carwash types are available, for example; standard, deluxe or wash ‘n’ wax.

A carwash can be sold at a reduced price, as a promotion, when the customer buys fuel over a certain value. This type of promotion is known as a “Wetstock promotion.”

The following diagram is an overview of the carwash system:



The **8850 system** is responsible for issuing the carwash vouchers and reporting on the carwash sales.

The **Carwash Controller**, which is generally located within the C-Store has the following functionality:

- is responsible for the issuing, storing and cancelling of the carwash codes.
- the period for which the carwash voucher is valid is set at the Carwash Controller.
- the **Emergency Carwash Stop** button is located on the Carwash Controller.
- the Controller communicates directly with the Carwash machine.

To activate the **Carwash** the customer enters the code (printed on the carwash voucher) on the keypad.

Carwash status

The carwash icon displayed at the bottom of the Console screen indicates the status of the carwash system.

No icon means that either the carwash is not installed or the 8850 cannot communicate with the Carwash Controller. If the carwash system is installed but the Controller is not functioing, the 8850 system can still sell a *default* carwash which the carwash machine can provide. The *default* carwash type is set up by your agent.

The carwash icon is displayed when the carwash system is fully functional.

The crossed carwash icon means the physical carwash machine is not operating. You can still sell carwashes but you must inform the customer the carwash is “out of service” giving them the opportunity of purchasing a carwash or not.

Issuing a carwash voucher

The more “popular” carwashes will have been assigned as one key PLUs.

To enter a carwash into a sale, press the one key PLU allocated for the type of carwash the customer requires. For example, this could be “standard” or “deluxe”.

DELUXE carwash

The PLU details are automatically displayed on the Console and the Customer Display.

If you do not have one key PLUs set up for carwash types then you need to manually enter the PLU into the sale.

Issuing a voucher when the carwash is “out of service”

The icon on the Console main display indicates the carwash is out of service.

When the one key PLU for the carwash is pressed and the sale is finalised the following message is displayed:

```
              CARWASH OFFLINE

   Carwash temporarily out of service.
        Voucher valid for 07 days

Press ENTER to continue or CLEAR to quit.
                                      P121
```

If the customer wishes to purchase the carwash even though the carwash is currently out of service:

Press ENTER

Otherwise:

Press CLEAR and delete the carwash from the sale window.

Issuing a “default” carwash voucher

When the carwash Controller is out of service the carwash machine can only perform one type of carwash. This *default* carwash type is determined by the carwash machine.

To enter the *default* carwash into a sale, press the one key PLU allocated for the *default* carwash

DEFAULT (speed) carwash

The PLU details are automatically displayed on the Console and the Customer Display.

When the sale is finalised a carwash voucher is printed with the *default* carwash details and a *default* carwash code which is set up and stored on the Site Controller.

Carwash voucher

When a carwash is included in a sale, the 8850 system issues a receipt after finalisation. A car wash voucher is printed at the end of the receipt.

The carwash code and expiry date details are supplied to the 8850 system by the Carwash Controller.

The following is an example of a carwash voucher:

CARWASH VOUCHER

MOBIL BATT ST
UPPER HUTT
10 DEC 1998 04:36 PM
CARWASH DELUXE
PRICE: $ 8.00

YOUR CARWASH NUMBER IS

6 2 4 2 5

ENTER AT CARWASH KEYPAD

VALID UNTIL 17/12/1998

Date and time voucher was issued

PLU name and price

Unique carwash voucher code

Voucher expiry date

Refund a carwash

A Cashier with the correct authorisation level can perform the following refund:

1. **DELUXE carwash** **Refund**

The 8850 system then displays the following:

```
        ENTER CARWASH CODE


Press ENTER key to continue
      CLEAR key to re-enter data
                                R013
```

2. From the carwash voucher, enter the carwash code.
   The system will then confirm the carwash code has been cancelled.

Note: If you enter an incorrect number of digits for the carwash code the 8850 system will display an error message and prompt you to re-enter the carwash code.

Refund a “used” or expired carwash

A Cashier with the correct authorisation level can perform the following refund:

1. **DELUXE carwash** **Refund**

The 8850 system then displays the following message:

```
          ENTER CARWASH CODE


   Press ENTER key to continue
         CLEAR key to re-enter data
                                    R013
```

2. From the carwash voucher, enter the carwash code.

The 8850 system then displays the following message:

```
          REFUND CARWASH

 The code you entered is no longer valid.
          Continue with refund?

Press ENTER key to continue or CLEAR to quit
                                    P121
```

Refund a “promotion” carwash

A Cashier with the correct authorisation level can perform the following refund:

1. **DELUXE carwash**
2. Enter the carwash promotion price.
3. **Price Override** (if mapped)
4. **Refund**

The 8850 system then displays the following message:

```
      ENTER CARWASH CODE


Press ENTER key to continue
      CLEAR key to re-enter data
                              R013
```

5. From the carwash voucher, enter the carwash code.
   The system will then confirm the carwash code has been cancelled.

Refund a carwash when the Controller is “out of service”

A Cashier with the correct authorisation level can perform the following refund:

1. **DELUXE carwash** **Refund**

   The following message is displayed:

```
        CARWASH UNAVAILABLE

This carwash is currently unavailable.
The default carwash is in operation.

Press ENTER to refund or CLEAR to quit
                                    P120
```

2. Press ENTER.

   The 8850 system then displays the following message:

```
          ENTER CARWASH CODE



   Press ENTER key to continue
         CLEAR key to re-enter data
                                R013
```

3. Enter the carwash code and press ENTER.

   The refund item is added into the sale window.

   For example:

Sale No. 1	
Carwash Deluxe	$10.00
REFUND	-$10.00
SUBTOTAL	-$10.00

4. Finalise the sale.

Chapter 3

Console Menus

Introduction

This chapter describes EFT menu options and additional related menu options. To access these menu options you as the cashier must have the correct access level.

For further information on the Console menu system refer to the “PEC Retail Solutions 8850 Point of Sale User Guide”.

Press the MENU key to access the menu system and display the Console Main Menu.

You can enter the menus at any time, even during a sale, however you must exit from the menu system before you can continue with any sales.

```
Main Menu ( )

    1.  Enquiries menu
    2.  Data maintenance menu
    3.  Journal review
    4.  Reports menu
    5.  Diagnostics and setup menu
    6.  Forecourt management menu
    7.  EFTPOS logon menu
    8.  MobilCard customer PIN change
    9.  Versions menu
```

Remember:

You can edit data displayed within “square brackets”;

For example, `Grade price [001.020]`

You cannot edit the data displayed after a “colon”;

For example, `Tank : 01  Grade : Super`

Enquiries menu

The Enquiries menu has the following three new options;

```
ENQUIRIES MENU (1)

    .
    .
    3.   Wetstock promotion override
    4.   Carwash code enquiry
    5.   Print duplicate receipts
    .

    (1) PLEASE ENTER MENU NUMBER
```

How to use each of these menu options is explained on the following pages.

Wetstock promotion override

A cashier with the correct access can use this menu option to bring a previously finalised fuel purchase back into a current sale window, add promotion items and finalise the sale. The customer has already paid for the fuel and only pays for the additional purchase items in the override sale.

To access the wetstock promotion override option use the following steps:

1. Press Menu
2. Press 1 for Enquiries menu
3. Press 3 for Wetstock promotion override

The following window is displayed:

```
WETSTOCK PROMOTION OVERRIDE FORM (13)

                1  PREM UNL
                2  UNLEAD91
                3  DIESEL
                4  CNG
                5  LPG

  Grade                      [1]
  Grade price $/L            [000.000]
  Delivery value             [0000000.00]

Enter the grade number
```

From the sale's receipt enter the fuel purchase information:

1. Enter the grade number (default number is 1).
2. Press the Pg Dn key.
3. Enter the grade $ price per litre.
4. Press the Pg Dn key.
5. Enter the value of the fuel delivery.
6. Press Enter.

A sale window is displayed with a line for the fuel purchase. The fuel purchase line contains the grade name, delivery value and PROMO O'RIDE.

Enter the promotion items into the sale and finalise the sale.

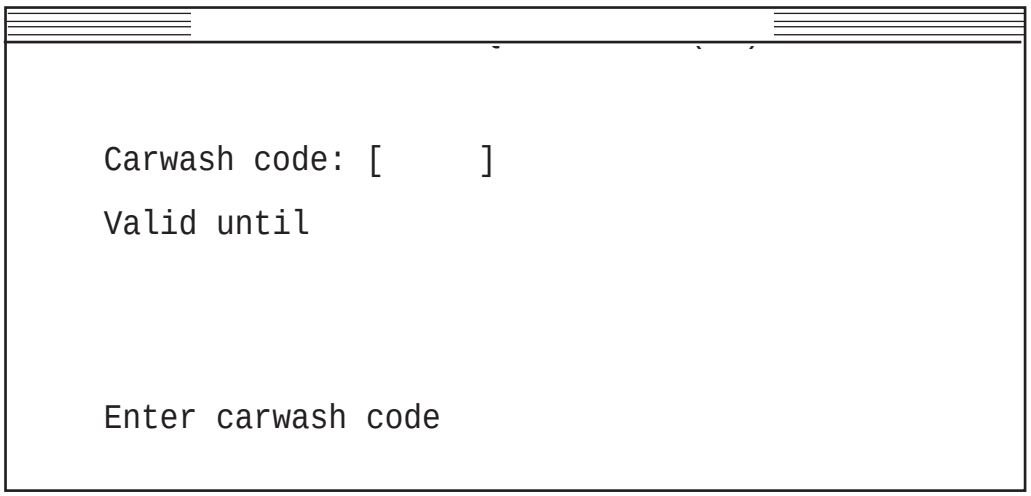
Carwash code enquiry

The situation may arise where a customer enters a carwash code on the carwash keypad to activate the carwash and the code is not recognised. You, as the Cashier can check the validity of the carwash code by using this option. If the code is valid this may suggest the carwash keypad needs servicing.

To access the carwash code enquiry option use the following steps:

1. Press Menu
2. Press 1 for Enquiries menu
3. Press 4 for Carwash code enquiry

The following window is displayed:



Enter the carwash code and press ENTER.

If the carwash code is valid the expiry date is displayed otherwise INVALID CODE is displayed.

Print duplicate receipt(s)

This feature enables you to print duplicate receipts that have been "loaded" within Journal Review at the Site Controller.

The following instructions detail how to print a duplicate receipt for a past sale:

1. Press the MENU key.
2. Press 1. for Enquiries menu.
3. Press 5. for Print duplicate receipt(s).

   If duplicate receipts have been selected to print (via the Site Controller Journal Review) the following window is displayed:

```
Are you sure you want to print all
selected duplicate receipts?

Press ENTER to continue or CLEAR to quit
```

4. Press ENTER to print the duplicate receipts.
5. If more than one duplicate receipt is required press 5. for Print duplicate receipt(s). Remember, all selected receipts are printed out.

Note:

If there are no duplicate receipts selected for printing, the following window is displayed:

```
NO RECEIPTS HAVE BEEN SELECTED
```

EFT Settlement

There are three Console menu options available to initiate an EFT settlement. These options are located within the Reports menu.

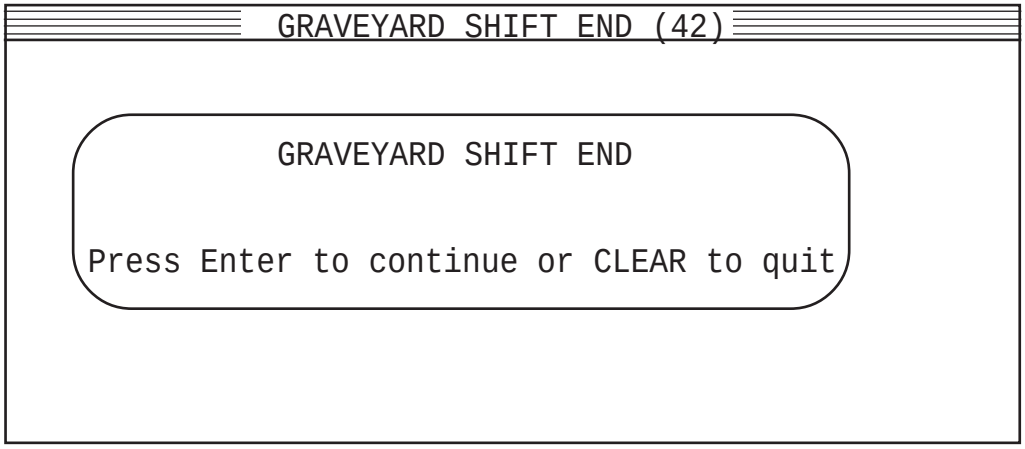
The “graveyard shift end” initiates an EFT settlement with both acquirers and closes off the site’s period totals.

The EFTPOS and MOBIL settlement options allow you to initiate a settlement with each individual acquirer without effecting the site period totals or the other acquirer.

These settlement options are only available to cashiers with the correct access level.

```
Reports menu (4)

  .
2. Graveyard shift end
  .
  .
  .
  .
  .
8. EFTPOS settlement
9. MOBIL settlement
```

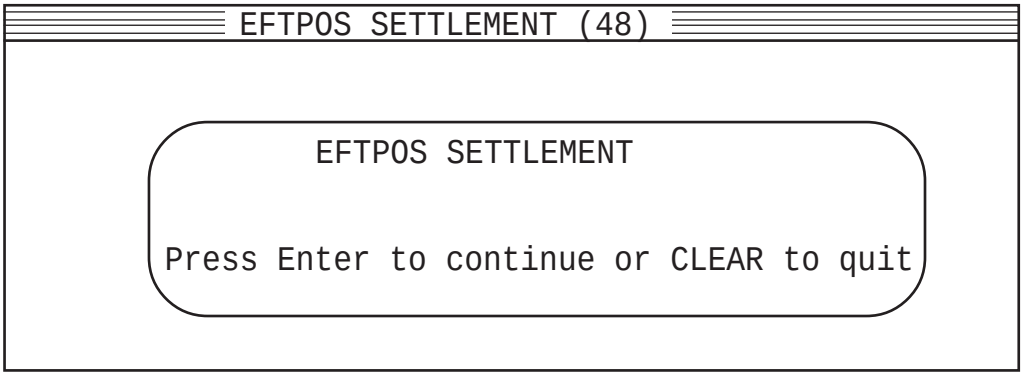
Graveyard shift end



When you select this menu option and press ENTER to continue, the following actions occur:

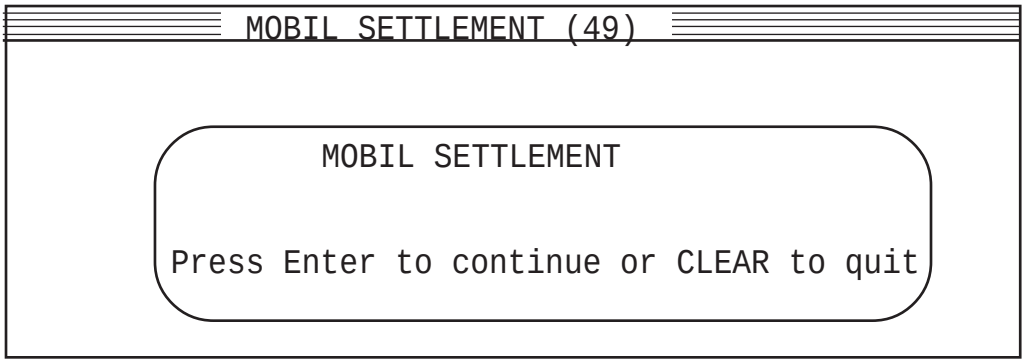
- AN EFT settlement for both acquirers (EFTPOS and MOBIL) and all the site's Consoles and FSTs is initiated.

EFTPOS settlement



Selecting this option initiates an EFT settlement with the EFTPOS acquirer only.

MOBIL settlement



Selecting this option initiates an EFT settlement with the MOBIL acquirer only.

EFTPOS diagnostics

This window displays EFT information related specifically to this Console. You would generally access this menu option under instruction from your Help desk.

The following is an example of the screen that is displayed when you select this option.

```
EFTPOS diagnostics (58)

      EFT port: signed on

      Pinpad Status:idle

      Pinpad serial No: 0000021181

            ACQUIRER INFORMATION

      Acquirer   Status     KVC        Logon
      EFTPOS     running    C5C4B2     ready
      MOBIL      running    O7A712     ready
```

Changing pump profiles

This option enables you to change the current pump profile. The current pump profile determines how the pumps operate.

```
PUMP PROFILE MENU (62)

    1.  Automatic
    2.  Compulsory
    3.  FST auto
    4.  FST comp


    [  ] PLEASE ENTER MENU NUMBER
```

Note: For sites with FSTs installed only the FST modes are applicable, options 1. and 2. are disabled.

FST auto

When the site has staff in attendance set the pump profile setting to **FST auto**. This means the forecourt pumps can be authorised by:

- lifting the pump nozzle.
- the swipe of an EFT or local account card at an FST.

FST comp

By setting the pump profile to **FST comp**, the forecourt pumps can be authorised from the Console or by the swipe of an EFT or local account card at an FST.

EFT logon menu

```
EFT LOGON MENU (7)

1.  Current Terminal, All Hosts
2.  Site logon, All Hosts
3.  Logon status
    [ ] PLEASE ENTER MENU NUMBER
```

The 8850 is linked to two EFT acquirers. The EFTPOS acquirer represented by the “bank” icon and the MOBIL acquirer represented by the “Mobil” icon on the Console window.

Logging on to the acquirers is normally an **automatic** process requiring no operator action, performed in the background. However, the following two options enable you to initiate a manual logon.

Current Terminal, All Hosts

Selecting this option initiates a logon to both acquirers for this Console **only**. The result of this logon is displayed at the Console.

Site Logon, All Hosts

Selecting this option initiates a logon to both acquirers for all the site’s terminals (Consoles and FSTs).

Only terminals not logged on to the EFTPOS acquirer will attempt to logon to the EFTPOS acquirer.

All terminals regardless of their logon state with the Mobil acquirer will attempt to logon to the Mobil acquirer.

Logon status

The status of the communication link between the acquirer and **this** Console is displayed here.

In the following example, the Console is logged on to the EFTPOS acquirer but is not able to communicate with the MOBIL acquirer.

```
LOGON STATUS (73)

EFTPOS:
    EFTPOS already LOGGED ON
MOBIL:
    MOBIL LOGGED OFF
```

MobilCard customer PIN change

This menu option gives MobilCard customers the ability to change their existing Personal Identification Number (PIN). To protect confidentiality, asterisks are displayed when the customer keys in their PIN.

During the PIN change process, a sale window indicates to you, the cashier, how the procedure is progressing. At the same time, the PINpad displays prompt the customer for their required entry.

If the customer makes a mistake while entering a PIN, instruct them to press the CLEAR key (CLR) and then retype their PIN.

Steps to implement a PIN change:

1. Press the Menu key on the Console keyboard. From the Main Menu displayed select option 8 “MobilCard customer PIN change”.
2. Swipe the customer’s card through the Console cardreader.
3. The PINpad display prompts the customer to key in their old (existing) PIN.

   ```
   ENTER OLD PIN
   ```

   Ask the customer to press the ENTER key.
4. The PINpad display prompts the customer to key in their required (new) PIN. They must key four digits and then press the ENTER key.

   ```
   ENTER NEW PIN
   ```
5. The customer must key in this new PIN again and press the ENTER key. These two new PIN entries must match for the new PIN to be accepted.

   ```
   RE-ENTER NEW PIN
   ```

6. The acquirer processes the PIN change.

   If the acquirer is not available the PIN change cannot be accepted. A “try again” message is displayed on the Console and the PINpad.

   If the new PIN entries were identical the new PIN takes effect. The PINpad displays:

   ```
   ACCEPTED
   ```

   If the new PIN entries do not match, an operator window is displayed with a message indicating the PIN entries were incorrect.

Either: The customer wants to try changing their PIN again. Using the Console keyboard, press ENTER to return to step 2 of the PIN change procedure.

Or: Using the Console keyboard, press the DELETE key to exit. The cardholder’s old PIN is retained.

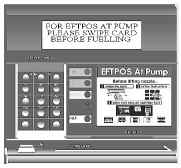
7. A receipt is printed notifying the outcome of the PIN change (whether it was accepted or declined). For an example of a PIN change receipt refer to “Appendix A”.

Versions menu

This window displays the versions of software installed on this Console. You would generally access this menu option under instructions from you Help desk.

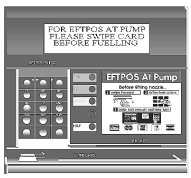
The following is an example of the screen that is displayed when you select this option.

```
VERSIONS MENU FORM (9)

    Main Code        : vCM3.40/// Build 11
    Script Code      : vCS4.00MNZ Build 11

    Slave            : vS2.01//
    Boot code        : vB1.07C

    Pinpad           : v/.9M//

    ETSL Version     : CE400M08
```



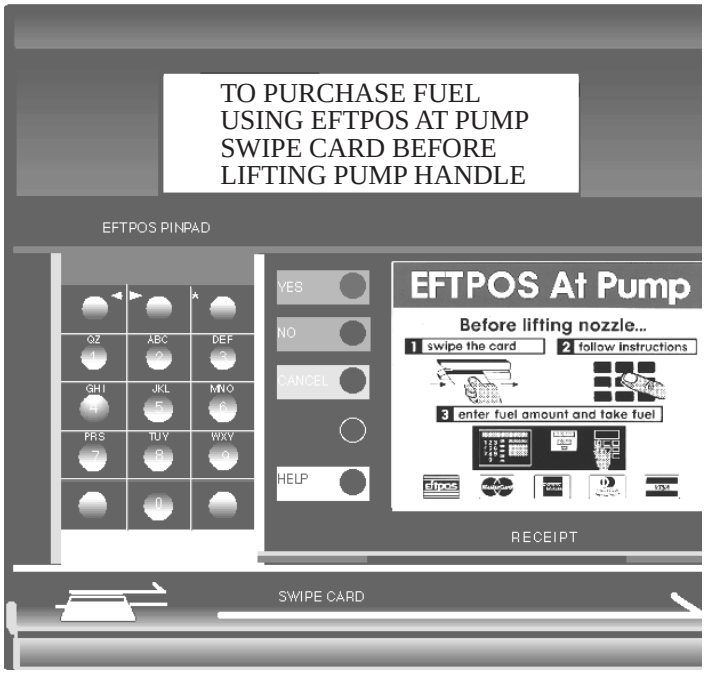
Chapter 4

FST Operation



Introduction

The Forecourt Service Terminal (FST) is the part of the PEC Retail System 8850 which provides **EFTPOS At Pump**. A range of cards can be used to pay for fuel purchases at the pump. This chapter explains how to use an FST.



FSTs can be set upon the forecourt in the following two modes:

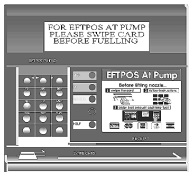
- **CRIP** (Card Reader In Pump) where FSTs are mounted in each side of the pump on the forecourt.
  Each FST controls its side of the pump.
- **FC** (Forecourt Controller) where the FST is generally mounted on a pedestal or within a wall. This FST controls several pumps on the forecourt.

About

This chapter has been written from the view point of a forecourt attendant assisting a customer with their EFTPOS at pump transaction.

FST operating overview

Before lifting the nozzle of the pump to deliver fuel, a customer intending to pay at the pump must swipe their card and follow the instructions on the display. Various messages are displayed indicating what information is required. This process is called the **delivery authorisation process.** Once completed, the FST displays a message indicating the pump is now authorised to deliver fuel.



Customer key functions

Help

If the customer has problems, they can press the HELP key on the function keypad. This generates a help message which is displayed within an Operator window on the Console.

If the FST is in the “ready” state, that is, displaying “To purchase fuel using EFTPOS at pump...” when the customer presses the HELP key. The FST display indicates an attendant is being called to give assistance.

ATTENDANT CALLED

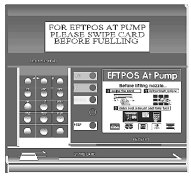
If the customer presses the HELP key during a sale, a help message is displayed on the Console but the FST will not indicate that an attendant has been called.

Clear

If the wrong numeric key is pressed (while typing the PIN for example), press the CLEAR key (not the CANCEL key) to remove the information entered. You remain at the same prompt but can now type the correct numbers and continue with the delivery authorisation process.

Cancel

Pressing the CANCEL key, on the function keypad, at any time **during** the delivery authorisation process will cancel the sale completely. The prompt “Transaction Cancelled” is displayed and a receipt is printed indicating the transaction is cancelled.



FST/Console interaction

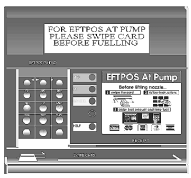
The following events at the FST generate a message at the Console:

- Errors
  Errors on the FST cause a message to be sent to an individual Console, or to all Consoles. This is dependent on how your site has been set up. An operator window displays the error to the cashier.
- Help
  A customer can press the HELP key on the FST function keypad if they require assistance. A message is then displayed on a specific Console, or on all Consoles; this is dependant on how your site has been set up.

A cashier can view the pump status displays on the Console. This gives a visual summary of the pumps activity when the FST is controlling the pump.

An EFT card icon is displayed beside the pump number on the Console when a customer swipes their card through the FST. This means the FST has “reserved” the pump and the pump cannot be authorised from a Console.

Generally, the EFT card icon will stop being displayed when the fuel has been dispensed, paid for and a receipt printed.



EFTPOS at pump

Introduction

This section explains how to operate the FST. As the customer's card transaction is processed various prompts are displayed which require interaction from the customer.

There are a different series of prompts displayed for each of the two acquirers connected to the site. The acquirers are EFTPOS which processes "banking" cards and Mobil which processes other cards such as MobilCard, Farmers and Rockgas.

For each acquirer there is a card transaction processing overview followed by a detailed explanation of this transaction processing.

FPP vouchers

When a customer purchases a PLU or a promotion item (except a carwash) at the FST, a FPP (Forecourt Product Purchase) voucher is issued after the receipt. The customer can redeem the voucher on the forecourt or in the C-Store at this site, immediately or prior to the expiry date (printed on the voucher).

Attendant responsibilities

When the customer redeems a FPP voucher with you on the forecourt it is your responsibility, as an attendant, to check the following details:

- the voucher was issued at this site.
- the voucher is not a duplicate.
- the expiry date printed on the voucher is still current
- the item the customer has selected corresponds to the voucher item.
- if the voucher item has a SKU number.

Duplicate vouchers

If a customer presents a duplicate voucher you must confirm immediately the original has not already been redeemed. Ask a Cashier to confirm the voucher code is still valid, at the Console.

Expired vouchers

If an expired voucher is presented, it is at your manager's discretion as to whether or not the voucher is redeemable. The system will not validate an expired voucher.

Vouchers with SKU numbers

For a voucher with an SKU number you must get a Cashier to enter the voucher code immediately and scan the item being redeemed to get the PLU number.

The following is an example of a FPP voucher with a SKU number:

```
        PROMOTION VOUCHER


           MOBIL BATT ST
             UPPER HUTT
       10 JUL 1998 04:36 PM
          FST 01/ SIDE 1


      BEARER IS ENTITLED TO


CADBURY'S BAR 500G
SKU - 000176

        AS PART OF PROMOTION
CHOC BAR PROMO              $2.00
      VALID UNTIL 30/07/1998


            4 7 5 1 3 6
```

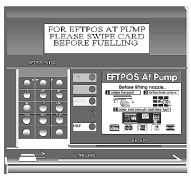
The information printed as the "Sale details" may vary due to what the customer has purchased at the FST.

The information displayed may consist any of the following:

- PLU name, number and price
- SKU name, number and price
- Promotion name and price

Give the voucher to a Cashier

Once you have checked the voucher details and the customer has redeemed the voucher it is your responsibility to give the voucher to a Cashier.



EFTPOS card transactions

Introduction

The EFTPOS acquirer generally processes “banking” card transactions.

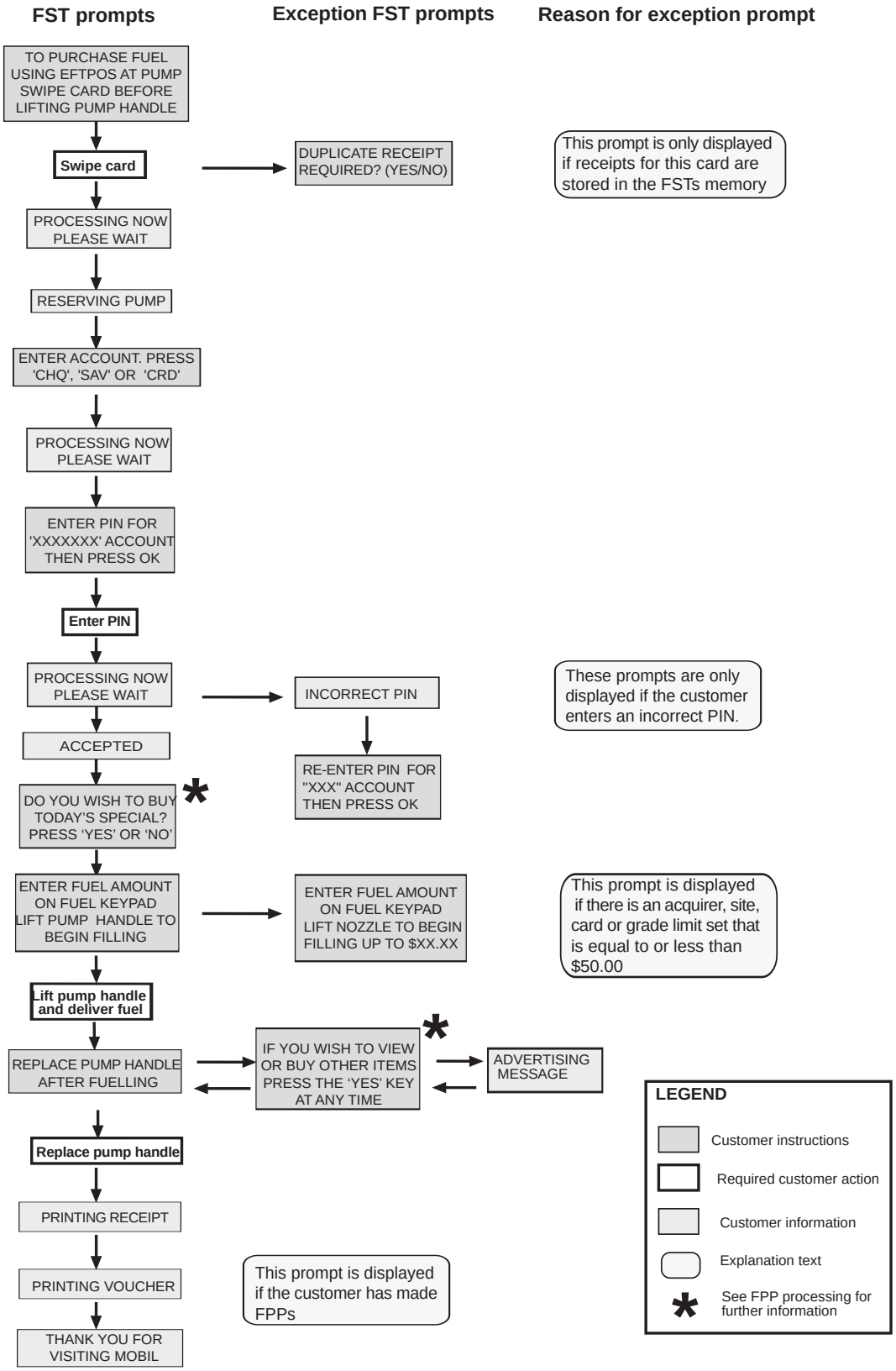
The following overview shows the prompts displayed on the FST in CRIP mode when processing this type of card transaction.

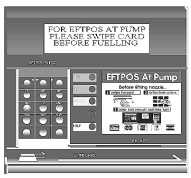
Note: When the FST is a **FC** (Forecourt Controller) the prompts displayed to the customer differ in the following areas:

- the customer is prompted to select a pump.
- the FPP message “IF YOU WISH TO VIEW OR BUY OTHER ITEMS...” and the advertising message are not displayed while the customer is pumping fuel.
- when the customer has finished pumping fuel they must return to the FST and swipe their card to get their receipt.

FOR EFTPOS AT PUMP
PLEASE SWIPE CARD
BEFORE FUELLING
EFTPOS At Pump

Overview


FST prompts
Exception FST prompts
Reason for exception prompt
TO PURCHASE FUEL USING EFTPOS AT PUMP SWIPE CARD BEFORE LIFTING PUMP HANDLE
Swipe card
DUPLICATE RECEIPT REQUIRED? (YES/NO)
This prompt is only displayed if receipts for this card are stored in the FSTs memory
PROCESSING NOW PLEASE WAIT
RESERVING PUMP
ENTER ACCOUNT. PRESS 'CHQ', 'SAV' OR 'CRD'
PROCESSING NOW PLEASE WAIT
ENTER PIN FOR 'XXXXXXX' ACCOUNT THEN PRESS OK
Enter PIN
PROCESSING NOW PLEASE WAIT
INCORRECT PIN
These prompts are only displayed if the customer enters an incorrect PIN.
RE-ENTER PIN FOR "XXX" ACCOUNT THEN PRESS OK
ACCEPTED
DO YOU WISH TO BUY TODAY'S SPECIAL? PRESS 'YES' OR 'NO'
*
ENTER FUEL AMOUNT ON FUEL KEYPAD LIFT PUMP HANDLE TO BEGIN FILLING
ENTER FUEL AMOUNT ON FUEL KEYPAD LIFT NOZZLE TO BEGIN FILLING UP TO $XX.XX
This prompt is displayed if there is an acquirer, site, card or grade limit set that is equal to or less than $50.00
Lift pump handle and deliver fuel
REPLACE PUMP HANDLE AFTER FUELLING
IF YOU WISH TO VIEW OR BUY OTHER ITEMS PRESS THE 'YES' KEY AT ANY TIME
*
ADVERTISING MESSAGE
Replace pump handle
PRINTING RECEIPT
PRINTING VOUCHER
This prompt is displayed if the customer has made FPPs
THANK YOU FOR VISITING MOBIL
LEGEND
Customer instructions
Required customer action
Customer information
Explanation text
* See FPP processing for further information



EFTPOS operating details

The FST displays the following prompt indicating that it is “ready” to start a transaction.

**TO PURCHASE FUEL
USING EFTPOS AT PUMP
SWIPE CARD BEFORE
LIFTING PUMP HANDLE**

1. Swipe the card through the FST card reader with the magnetic stripe facing up and with the stripe closest to the FST unit.

   The following prompts are now briefly displayed.

   **PROCESSING NOW
   PLEASE WAIT**

   and

   RESERVING PUMP

   This indicates the pump has been exclusively reserved for this transaction.

   The following prompt is now displayed on the FST.

   **ENTER ACCOUNT. PRESS
   ‘CHQ’, ‘SAV’ OR ‘CRD’**

2. The customer can now select the account to be used to pay for the transaction. This must be an account which has a PIN.

   CHQ = Cheque account
   SAV = Savings account
   CRD = Credit account

ENTER PIN FOR
"XXXXXXX" ACCOUNT
THEN PRESS OK

The customer is now prompted to enter their PIN for the account selected (signature verification is not available).

3. Using the numeric keys, enter the PIN and press the OK key. As each digit is entered the FST displays an asterisk; protecting the secrecy of the customer's PIN.

   In this situation, the CLEAR key has two uses:

   • Pressing the CLEAR key when there are asterisks displayed on the FST scree clears the display.

   • Pressing the CLEAR key when there are no asterisks displayed on the FST screen returns to the previous prompt (account selection).

The following prompt is displayed briefly while the system continues processing.

PROCESSING NOW
PLEASE WAIT

The validity of the card swiped, the PIN entered and bank account details are checked. This prompt is displayed confirming these details are correct and the transaction can proceed.

ACCEPTED

If Forecourt Product Purchases (FPPs) is enabled the following window is displayed prompting the customer as to whether or not they would like to purchase products at the FST.

DO YOU WISH TO BUY TODAY'S SPECIAL? PRESS 'YES' OR 'NO"

4. *Either:*
   Press the YES key.
   Refer to the section entitled "Processing FPPs" for the prompts displayed.
   Or:
   Press the NO key.

The following prompt is displayed when the pump is ready to deliver fuel.

ENTER FUEL AMOUNT ON FUEL KEYPAD LIFT PUMP HANDLE TO BEGIN FILLING

5. Enter the $ amount of fuel required for this purchase on the pump preset keypad, or press FILL or just go to 6.
6. Lift the nozzle and deliver the fuel.

   The following prompts are displayed while the fuel is being delivered.

REPLACE PUMP HANDLE AFTER FUELLING

IF YOU WISH TO VIEW OR BUY OTHER ITEMS PRESS THE YES KEY AT ANY TIME

7. Place the pump handle back in its holster.

   The following message is now displayed, while the customer's receipt is being printed.

PRINTING RECEIPT

Note: For examples of receipt formats see "Appendix A".

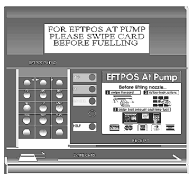
If FPP items have been purchased the following message is also displayed:

PRINTING VOUCHER

The FST then displays the following message and returns to the ready state for the next transaction.

THANKYOU FOR VISITING MOBIL

(Sample message only)



EFTPOS exception processing

The following prompts are displayed when exceptions to normal processing occur. The customer is required to make a response so the FST can continue processing the transaction.

Duplicate Receipt

The FST only displays the following prompt if the swiped card was also used for one the last ten transactions at this FST.

DUPLICATE RECEIPT REQUIRED? YES/NO

The customer must indicate whether they require any previous receipts.

Either:
The customer can press the **YES** key for a copy of the receipts stored for this card. This will print the receipts and return the FST to the "ready" state. The FST will not continue with a sale.
Or:
The customer can press the **NO** key to continue with this sale.

Incorrect PIN

The FST displays the following prompts if the customer enters an incorrect PIN.

INCORRECT PIN

RE-ENTER PIN FOR "XXXXXXX" ACCOUNT THEN PRESS OK

The customer can re-enter their PIN via the numeric keys and press the OK key.

Set filling limit

A fill limit is set and displayed as $XX.XX. The pump will be authorised to deliver to the lowest value of the acquirer, site, card or grade limit set.

If a fill limit is set and is less than or equal to $50.00 the following prompt is displayed:

ENTER FUEL AMOUNT
ON FUEL KEYPAD
LIFT NOZZLE TO BEGIN
FILLING UP TO $XX.XX

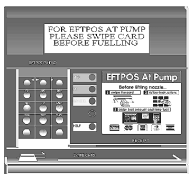
If you require less fuel than displayed on the FST, on the pump keypad enter the lower $ value. Lift the nozzle and deliver the fuel. The pump will stop delivering fuel when the preset value is reached.

Wrong nozzle lifted

The transaction is authorised and the customer lifts a nozzle from the pump, then realizes they have lifted the wrong nozzle!

Return the wrong nozzle to the holster and lift the correct nozzle to take the delivery.

There is a 10 second timeout between replacing the first nozzle and lifting the second nozzle to be able to continue this transaction. If this takes any longer or the second nozzle is not lifted the delivery will be disallowed and a receipt printed for a zero delivery.



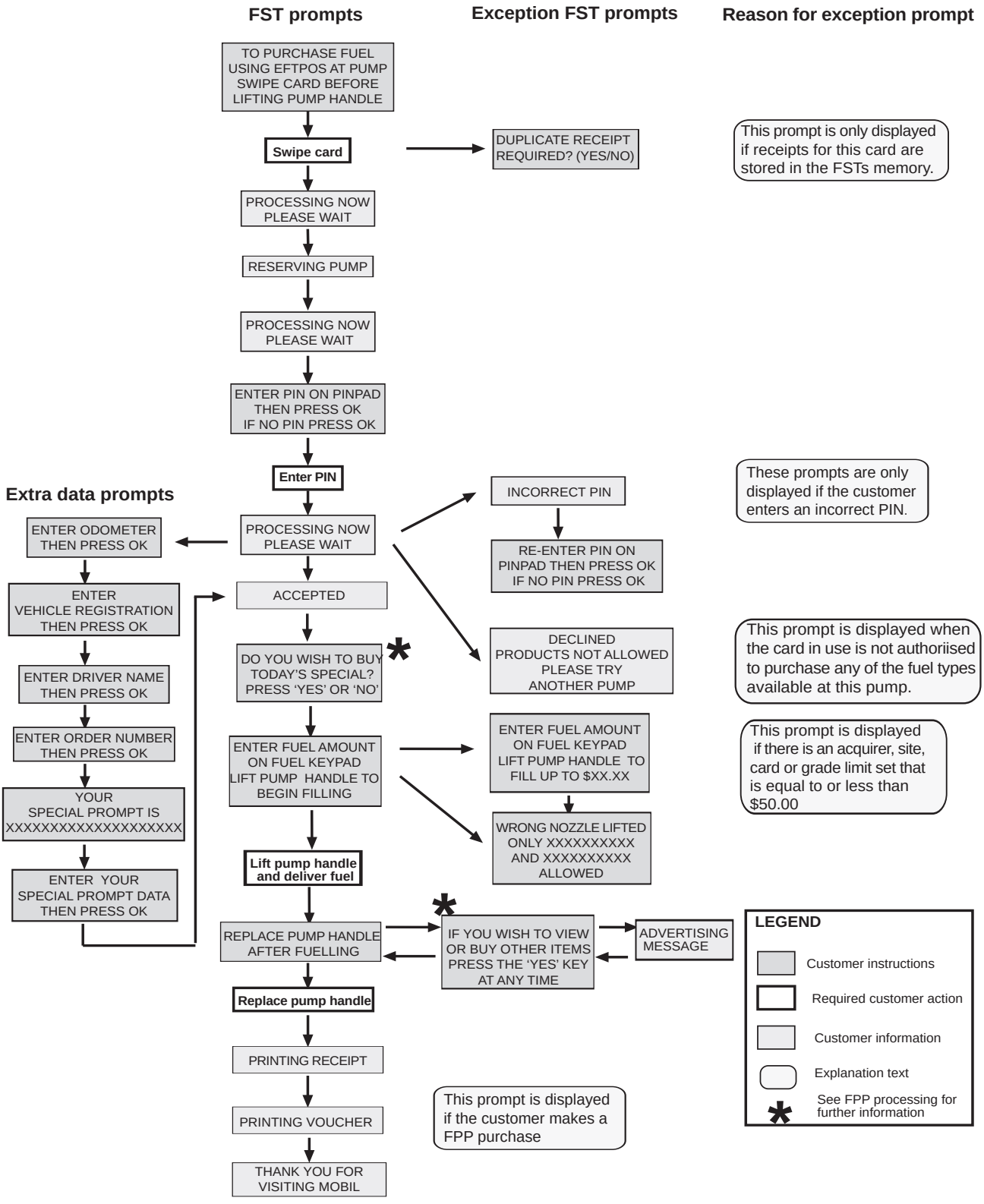
MOBIL card transactions

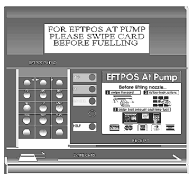
Introduction

The Mobil acquirer processes transactions for cards such as MobilCard, Farmers, Amex and Rockgas. The following overview shows the FST prompts that are displayed when processing transactions for these card types.

FOR EFTPOS AT PUMP
PLEASE SWIPE CARD
BEFORE FUELLING
EFTPOS At Pump

Overview


FST prompts
Exception FST prompts
Reason for exception prompt
TO PURCHASE FUEL USING EFTPOS AT PUMP SWIPE CARD BEFORE LIFTING PUMP HANDLE
Swipe card
DUPLICATE RECEIPT REQUIRED? (YES/NO)
This prompt is only displayed if receipts for this card are stored in the FSTs memory.
PROCESSING NOW PLEASE WAIT
RESERVING PUMP
PROCESSING NOW PLEASE WAIT
ENTER PIN ON PINPAD THEN PRESS OK IF NO PIN PRESS OK
Enter PIN
INCORRECT PIN
RE-ENTER PIN ON PINPAD THEN PRESS OK IF NO PIN PRESS OK
These prompts are only displayed if the customer enters an incorrect PIN.
Extra data prompts
ENTER ODOMETER THEN PRESS OK
PROCESSING NOW PLEASE WAIT
ENTER VEHICLE REGISTRATION THEN PRESS OK
ACCEPTED
ENTER DRIVER NAME THEN PRESS OK
DO YOU WISH TO BUY TODAY'S SPECIAL? PRESS 'YES' OR 'NO'
*
DECLINED PRODUCTS NOT ALLOWED PLEASE TRY ANOTHER PUMP
This prompt is displayed when the card in use is not authoriised to purchase any of the fuel types available at this pump.
ENTER ORDER NUMBER THEN PRESS OK
ENTER FUEL AMOUNT ON FUEL KEYPAD LIFT PUMP HANDLE TO BEGIN FILLING
ENTER FUEL AMOUNT ON FUEL KEYPAD LIFT PUMP HANDLE TO FILL UP TO $XX.XX
This prompt is displayed if there is an acquirer, site, card or grade limit set that is equal to or less than $50.00
YOUR SPECIAL PROMPT IS XXXXXXXXXXXXXXXXXXXX
WRONG NOZZLE LIFTED ONLY XXXXXXXXXX AND XXXXXXXXXX ALLOWED
ENTER YOUR SPECIAL PROMPT DATA THEN PRESS OK
Lift pump handle and deliver fuel
*
REPLACE PUMP HANDLE AFTER FUELLING
IF YOU WISH TO VIEW OR BUY OTHER ITEMS PRESS THE 'YES' KEY AT ANY TIME
ADVERTISING MESSAGE
Replace pump handle
PRINTING RECEIPT
PRINTING VOUCHER
This prompt is displayed if the customer makes a FPP purchase
THANK YOU FOR VISITING MOBIL
LEGEND
Customer instructions
Required customer action
Customer information
Explanation text
See FPP processing for further information



MOBIL operating details

The FST displays the following prompt indicating that it is “ready” to start a transaction.

TO PURCHASE FUEL
USING EFTPOS AT PUMP
SWIPE CARD BEFORE
LIFTING PUMP HANDLE

1. Swipe the card through the FST card reader with the magnetic stripe facing up and with the stripe closest to the FST unit.

   The following prompts are now briefly displayed.

   PROCESSING NOW
   PLEASE WAIT

   and

   RESERVING PUMP

   This indicates the pump has been exclusively reserved for this transaction.

   PROCESSING NOW
   PLEASE WAIT

   The following prompt is now displayed on the FST.

   ENTER PIN ON PINPAD
   THEN PRESS OK
   IF NO PIN PRESS OK

2. The customer is prompted to enter a PIN.
   Either:
   The customer can enter their PIN by using the numeric keys and then pressing the OK key. As each digit is entered the FST displays an asterisk; protecting the secrecy of the customer's PIN.
   Or:
   Bypass entering a PIN by pressing the OK key.

Note:
If the customer makes a mistake while entering their PIN, by pressing the CLEAR key they can start entering their PIN again.

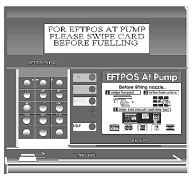
The following prompt is displayed briefly while the system continues processing.

PROCESSING NOW **PLEASE WAIT**

The validity of the card swiped, the PIN entered and account details are checked. The following display confirms the details are correct and the transaction can proceed.

Note:
If the transaction is declined, a receipt is printed indicating why the transaction is declined.

ACCEPTED



If Forecourt Product Purchases (FPPs) is enabled the following window is displayed prompting the customer as to whether or not they would like to purchase products at the FST.

DO YOU WISH TO BUY
TODAY'S SPECIAL?
PRESS 'YES' OR 'NO"

3. *Either:*
   Press the YES key.
   Refer to the section entitled "Processing FPPs" for the prompts displayed when the customer presses YES.

   Or:
   Press the NO key.

   The following prompt is displayed when the pump is ready to deliver fuel.

ENTER FUEL AMOUNT
ON FUEL KEYPAD
LIFT PUMP HANDLE TO
BEGIN FILLING

4. On the pump preset keypad enter the $ amount of fuel required for this purchase, or press the FILL key, or go to step 5.

5. Lift the pump handle and deliver the fuel.

   The following prompts are displayed while the fuel is being delivered.

REPLACE PUMP HANDLE
WHEN FINISHED FUELLING

IF YOU WISH TO VIEW
OR BUY OTHER ITEMS
PRESS THE YES KEY
AT ANY TIME

6. Place the pump handle back in its holster. This initiates the receipt printing.

   The following message is now displayed, while the customer's receipt is being printed.

   PRINTING RECEIPT

   If FPP items have been purchased the following message is also displayed:

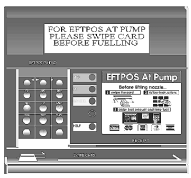
   PRINTING VOUCHER

Note: For receipt formats see "Appendix A".

The FST then displays the following message and returns to the "ready" state for the next transaction.

THANK YOU FOR VISITING MOBIL

(Sample message only)



MOBIL exception processing

The following prompts are displayed when exceptions to normal processing occur.

Duplicate Receipt

The FST only displays the following prompt if the swiped card was also used for one of the last ten transactions.

DUPLICATE RECEIPT REQUIRED? YES/NO

The customer must indicate whether they require a receipt.

Either:
The customer can press the **YES** key for a copy of the receipt stored for this card. This will print the receipt and return the FST to the "ready" state. The FST will not continue with a sale.
Or:
The customer can press the **NO** key to continue with this sale.

Incorrect PIN

The FST displays the following prompts if the customer enters an incorrect PIN or enters a PIN when one is not required.

INCORRECT PIN

RE-ENTER PIN ON PINPAD THEN PRESS OK IF NO PIN PRESS OK

The customer can take one of the following options:

Either:
Re-enter their PIN via the numeric keys and press the OK key.
Or:
If the card does not require a PIN, press the OK key.

Products not allowed

The system checks if the swiped card is restricted to purchasing certain fuel types. If the pump, previously reserved for this transaction does not contain "valid" fuel types for this card the following prompt is displayed:

DECLINED
PRODUCTS NOT ALLOWED
PLEASE TRY
ANOTHER PUMP

Advise the customer the sale is declined and to try another pump which delivers fuel that is "valid" for this card.

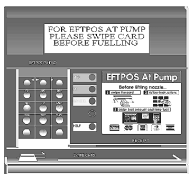
Set filling limit

A fill limit is set and displayed as $XX.XX. The pump will be authorised to deliver to the lowest value of the acquirer, site, card or grade limit set.

If a fill limit is set and is less than or equal to $50.00 the following prompt is displayed:

ENTER FUEL AMOUNT
ON FUEL KEYPAD
LIFT PUMP HANDLE TO
FILL UP TO $XX.XX

If you require less fuel than displayed on the FST, on the pump keypad enter the lower $ value. Lift the nozzle and deliver the fuel. The pump will stop delivering fuel when the preset value is reached.



Wrong nozzle lifted

Either:

If the customer lifts the nozzle for a fuel that is not a "valid" fuel for this card the following prompt is displayed:

WRONG NOZZLE LIFTED **ONLY XXXXXXXXXX** **AND XXXXXXXXXX** **ALLOWED**

Replace this nozzle and lift the nozzle for the fuel displayed in the prompt.

Or:

The transaction is authorised and the customer lifts a nozzle from the pump, then realizes they have lifted the wrong nozzle!

Return the wrong nozzle to the holster and lift the correct nozzle to take the delivery.

There is a 10 second timeout between replacing the first nozzle and lifting the second nozzle to be able to continue this transaction. If this takes any longer or the second nozzle is not lifted the delivery will be disallowed and a zero delivery receipt is printed.

MOBIL extra prompts

Further prompts may be displayed requiring extra information to be entered by the customer to complete this transaction. What extra information if any, is dependant on how the customer's card has been set up.

The following are extra prompts that may be displayed at the FST.

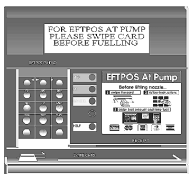
Odometer reading

The following prompt is displayed when the customer is required to enter the odometer reading from their car.

ENTER ODOMETER **THEN PRESS OK**

- Using the numeric keys enter the odometer reading and press the **OK** key.

  Generally, if an odometer prompt is displayed the customer must enter an odometer reading.



The following prompts require alphanumeric input from the customer via the FST PINpad. Refer to the following section titled “Alphanumeric entry” for information on how to enter alphanumeric data.

Vehicle registration

The following prompt requires the customer to enter their vehicle registration.

ENTER
VEHICLE REGISTRATION
THEN PRESS OK

- Using the alphanumeric keys enter the vehicle registration and press the **OK** key.

Driver name

The following prompt requires the customer to enter the name of the vehicle driver.

ENTER DRIVER NAME
THEN PRESS OK

- Using the alphanumeric keys enter the drivers name and press the **OK** key.

Order number

The following prompt is displayed when the customer is required to enter an order number for this transaction.

ENTER ORDER NUMBER
THEN PRESS OK

- Using the alphanumeric keys enter the order number and press the OK key.

Special data prompt

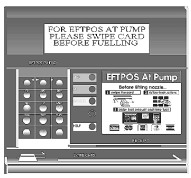
The special data prompt is used mainly by companies requiring information from staff members. The prompt displayed on the FST can be tailored to the companies needs.

The following are the special data prompts displays.

YOUR
SPECIAL PROMPT IS
XXXXXXXXXXXXXXXXXXX

ENTER YOUR
SPECIAL PROMPT DATA
THEN PRESS OK

- Using the alphanumeric keys enter the special data required and press the **OK** key. A maximum of twenty characters can be entered.



Alphanumeric entry

To enter a number, simply press the appropriate numeric key.

Each numeric key has letters of the alphabet assigned to it. For example, the 2 key has the letters *ABC* assigned.

< CHQ	> SAV	* CR
QZ 1	ABC 2	DEF 3
GHI 4	JKL 5	MNO 6
PRS 7	TUV 8	WXY 9
CLR	0	OK

To select a letter press the key with the letter marked on it, the number on the key is displayed first. Press the same key until the correct letter is displayed.

To enable the next character to be entered on the FST display press the [> SAV] key.

To place a space between words on the FST display press the above key twice.

To remove an incorrect character from the FST display press the [< CHQ] key.

This removes the last entered character on the FST display character.

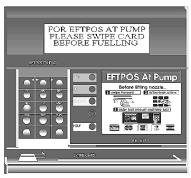
To clear the FST display press the [CLR] key and start again.

Press the [OK] key to accept the information on the FST display you have typed in.

In the following example, the vehicle registration “CAR1” is entered via the FST keypad with the following key presses:

Key presses		**FST display**
2, 2, 2, 2 >	=	C
2, 2 >	=	CA
7, 7, 7 >	=	CAR
1	=	CAR1

OK



Local account card transaction

Local account cards access an account held by the customer at the service station. All transactions using Local Cards are between the FST and the Site Controller.

This process differs from an EFTPOS card, in that the FST does not instruct the Site Controller to contact the bank for account details etc.

The first time a customer uses a LOCAL card at the FST, they are prompted to select their own PIN. This gives them the ability to choose their own PIN and hopefully, reduce the odds of forgetting it again!!

The sequence below is applicable to FST sales made with a local account card.

The FST displays the following prompt indicating that it is “ready” to start a transaction.

TO PURCHASE FUEL
USING EFTPOS AT PUMP
SWIPE CARD BEFORE
LIFTING PUMP HANDLE

1. Swipe your local account card through the FST card reader. Hold your card with the magnetic stripe facing up and with the magnetic stripe closest to the FST unit.

   The FST briefly displays the following messages.

   PROCESSING NOW
   PLEASE WAIT

   The following prompt is now briefly displayed, indicating that the pump has been exclusively reserved for your transaction.

   RESERVING PUMP

The FST prompts you to enter your PIN.

ENTER PIN !!

2. Enter your PIN and press the **OK** key.

   If a valid PIN is entered the following prompt is displayed:

   ACCEPTED

   The following window is displayed prompting the customer as to whether or not they would like to purchase products at the FST.

   DO YOU WISH TO BUY TODAY'S SPECIAL? PRESS 'YES' OR 'NO"

3. *Either:*
   Pess the YES key.
   Refer to the section entitled "Processing FPPs" for the prompts displayed when the customer presses YES.

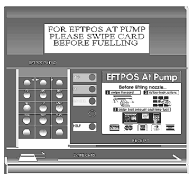
   Or:
   Press the NO key.

   The following prompt is displayed when the pump is ready to deliver fuel.

   ENTER FUEL AMOUNT ON FUEL KEYPAD LIFT PUMP HANDLE TO BEGIN FILLING

Note: A fill limit is set and displayed to $XX.XX if the accounts credit limit is under $50.00.

4. Enter the $ amount of fuel that you require to purchase, on the pump preset keypad, or press FILL, or go to step 5.



5. Lift the nozzle and deliver the fuel.

   The following prompt is displayed while the fuel is being delivered.

   REPLACE PUMP HANDLE
   AFTER FUELLING

6. Place the pump handle back in its holster. This initiates receipt printing.

   The following message is now displayed, while your receipt is being printed.

   PRINTING
   RECEIPT

Note: For receipt format, see “Appendix A”.

If FPP items have been purchased the following message is also displayed:

PRINTING VOUCHER

The FST then displays the following message and returns to the ready state for the next transaction.

THANKYOU FOR
VISITING
MOBIL

(Sample message only)

Local account exception processing

Using your local account card at the FST for the first time

If this is the first FST transaction with the local card you are prompted to confirm your new PIN.

ENTER NEW PIN AND PRESS OK

1. Enter you new PIN. You are prompted to repeat the same number to confirm your entry.

REPEAT NEW PIN AND PRESS OK

2. Repeat your new PIN to confirm your entry.

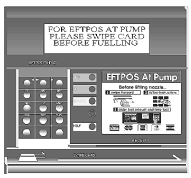
Duplicate receipt

The FST only displays the following prompt if the swiped card was also used for one of the last ten transactions.

DUPLICATE RECEIPT REQUIRED? YES/NO

The customer must indicate whether they require a receipt.

Either:
The customer can press the **YES** key for a copy of the receipt stored for this card. This will print the receipt and return the FST to the "ready" state. The FST will not continue with a sale.
Or:
The customer can press the **NO** key to continue with this sale.



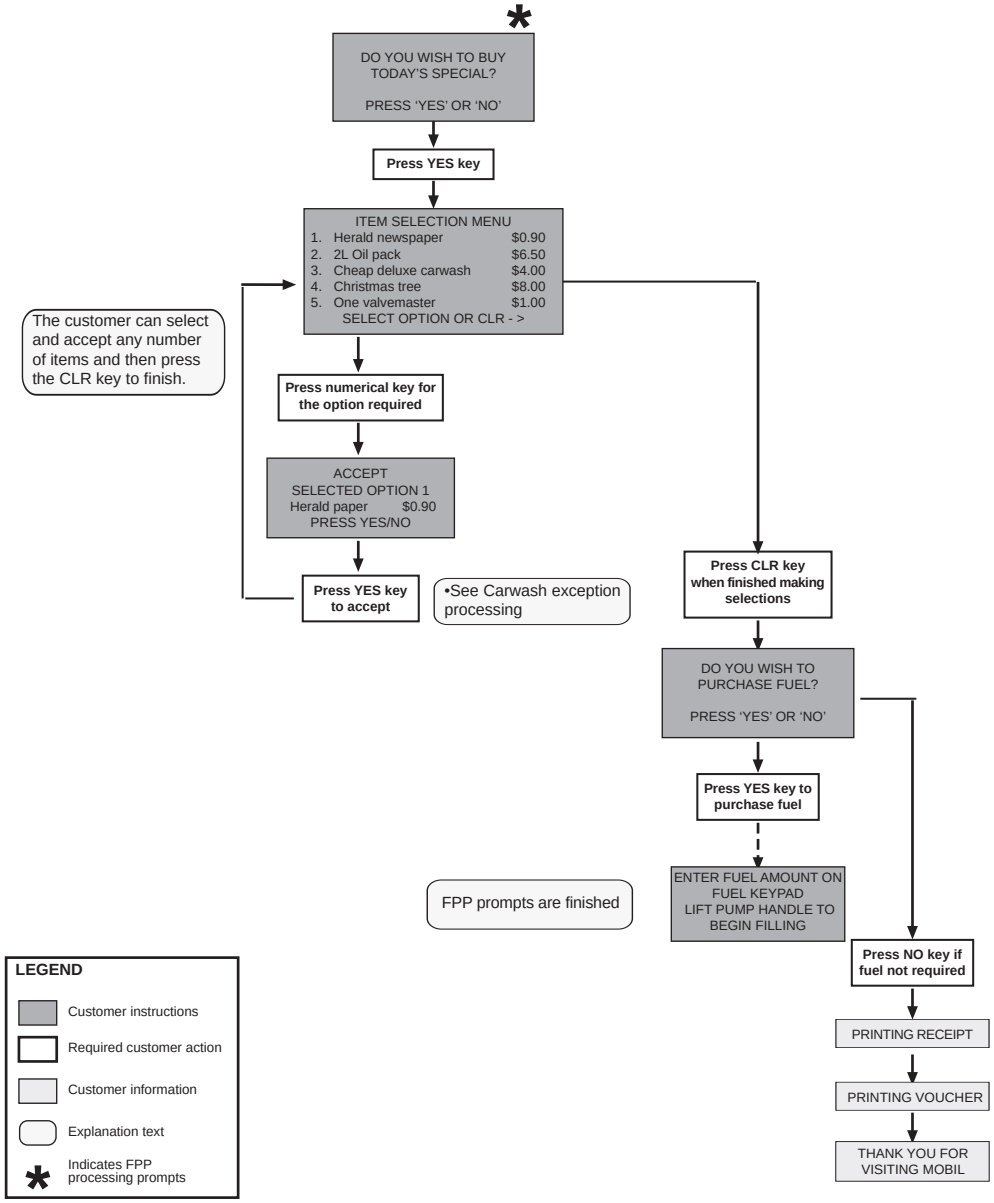
FPP (Forecourt Product Purchases) processing

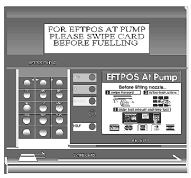
The customer now has the opportunity to purchase PLUs and special promotion items at the FST. The FST display prompts the customer on two occasions with the information they can make these extra purchases at the FST.

- The customer is prompted after their card has been accepted as to whether or not they would like to make a FPP.
- When fuel is being dispensed the FST displays a message giving the customer the opportunity to view or buy extra items at the FST (CRIP mode only).

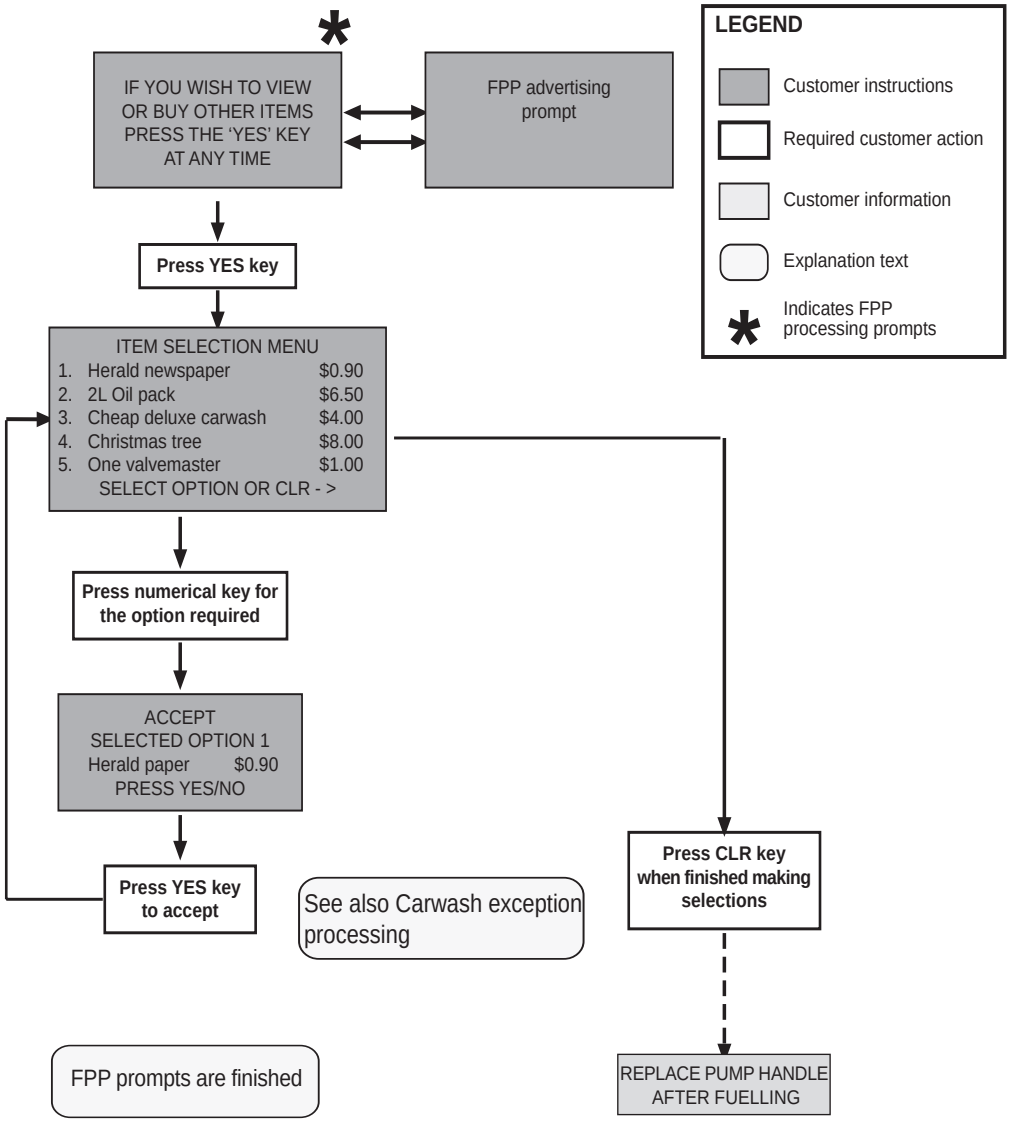
The following overview shows the FST prompts displayed when processing FPPs.

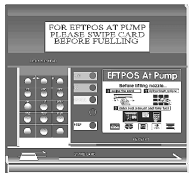
Overview - initial FPP prompt


*
DO YOU WISH TO BUY TODAY'S SPECIAL?
PRESS 'YES' OR 'NO'
Press YES key
ITEM SELECTION MENU
1. Herald newspaper $0.90
2. 2L Oil pack $6.50
3. Cheap deluxe carwash $4.00
4. Christmas tree $8.00
5. One valvemaster $1.00
SELECT OPTION OR CLR - >
The customer can select and accept any number of items and then press the CLR key to finish.
Press numerical key for the option required
ACCEPT
SELECTED OPTION 1
Herald paper $0.90
PRESS YES/NO
Press YES key to accept
•See Carwash exception processing
Press CLR key when finished making selections
DO YOU WISH TO PURCHASE FUEL?
PRESS 'YES' OR 'NO'
Press YES key to purchase fuel
ENTER FUEL AMOUNT ON FUEL KEYPAD
LIFT PUMP HANDLE TO BEGIN FILLING
FPP prompts are finished
Press NO key if fuel not required
PRINTING RECEIPT
PRINTING VOUCHER
THANK YOU FOR VISITING MOBIL
LEGEND
Customer instructions
Required customer action
Customer information
Explanation text
Indicates FPP processing prompts



Overview - 'fuelling' FPP prompt


*
IF YOU WISH TO VIEW OR BUY OTHER ITEMS PRESS THE 'YES' KEY AT ANY TIME
FPP advertising prompt
Press YES key
ITEM SELECTION MENU
1. Herald newspaper $0.90
2. 2L Oil pack $6.50
3. Cheap deluxe carwash $4.00
4. Christmas tree $8.00
5. One valvemaster $1.00
SELECT OPTION OR CLR - >
Press numerical key for the option required
ACCEPT
SELECTED OPTION 1
Herald paper $0.90
PRESS YES/NO
Press YES key to accept
See also Carwash exception processing
Press CLR key when finished making selections
FPP prompts are finished
REPLACE PUMP HANDLE AFTER FUELLING
LEGEND
Customer instructions
Required customer action
Customer information
Explanation text
Indicates FPP processing prompts



FPP operating details

The following is the initial FPP prompt displayed after the customer's card has been accepted.

```
DO YOU WISH TO BUY
TODAY'S  SPECIAL?

PRESS 'YES' OR 'NO'
```

1. Press the YES key.

   An Item Selection Menu similar to the following is displayed.

```
          ITEM SELECTION MENU
1.    Herald newspaper          $0.90
2.    2L Oil pack               $6.50
3.    Cheap deluxe carwash      $4.00
4.    Christmas tree            $8.00
5.    One valvemaster           $1.00
        SELECT OPTION OR CLR ->
```

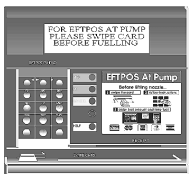
2. Press the numerical key for the item you wish to buy.

   A prompt is displayed asking the customer to confirm they want to buy the selected item.

```
ACCEPT
SELECTED OPTION 1
Herald paper      $0.90
PRESS YES/NO
```

3. Press the YES key to confirm acceptance of the selected item.

   The Item Selection Menu prompt is displayed again.



4. *Either:*
   To make further purchases repeat steps 2. and 3.
   Or:
   Press the CLR key to finish item purchases.

   The following prompt is now displayed at the FST.

DO YOU WISH TO PURCHASE FUEL? **PRESS 'YES' OR 'NO'**

5. Either:
   Press the Yes key to make a fuel purchase and continue with the existing FST prompts .
   Or:
   Press the No key if you don't want to purchase fuel. The following messages are displayed.

PRINTING RECEIPT

PRINTING VOUCHER

THANK YOU FOR VISITING MOBIL

Carwash exception processing

Carwash out of service

If the customer selects a carwash from the ITEM SELECTION MENU and the carwash machine is “out of service” the following message is displayed

CARWASH TEMPORARILY OUT OF SERVICE VOUCHER VALID FOR 07 DAYS. CONTINUE (Y/N) ?

The number of days for which the voucher is valid is determined by the carwash Controller.

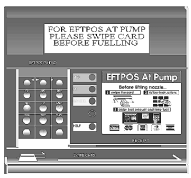
Carwash code unavailable

If the customer selects a carwash from the ITEM SELECTION MENU and the carwash Controller is unable to supply a carwash code the following message is displayed

CARWASH CODE UNAVAILABLE

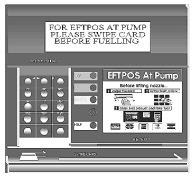
PLEASE TRY IN SHOP

The carwash is removed from the transaction.



Chapter 5

FST Maintenance



FST service menu

Introduction

The FST service card is used to access the various service functions of the FST.

To access the service card functions complete the following.

1. Press the **Cancel** key on the FST. The following prompt is displayed on the FST.

PLEASE SWIPE SERVICE CARD NOW

2. Swipe the service card through the FST card reader. The following menu is displayed on the FST.

SERVICE FUNCTIONS ENTER MENU NUMBER OR 0 TO PRINT MENU 'CANCEL' to EXIT

3. Select the required menu option and press the **OK** key on the FST PINpad.

Note: Pressing the **0** key and then the **OK** key, will print out a full list of menu options.
The access of the above menu options, is setup via the "Cashiers" database, on the Site Controller.

Service menu options

To enter a function, select the number on the FST PINpad and press the **OK/ENTER** key.

The following FST service options are commonly used on site:

0 - print this service menu

1 - paper feed - line forward

Paper is fed from the FST printer one line at a time.

2 - paper feed - page forward

The paper is fed forward one page at a time.

3 - paper feed - page backward

Paper is fed backwards into the FST printer, one page at a time.

4 - test receipt

A test receipt is printed showing product information (FST main code version, script code version and boot code version), a solid bar block and all possible characters.

5 - pump status

The pump status for all the pumps related to the FST is displayed. The YES key turns to the next page and the NO key turns to the previous page.

12 - EFT status

The EFT module status is displayed.

13 - EFT port status

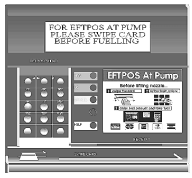
The EFT port status is displayed.

14 - EFT logon

This option allows you to initiate an EFT logon to each acquirer.

15 - FST error condition

This displays the FST error for example, “EFTPOS unavailable”.



FST general maintenance

To keep your FST unit looking clean, wipe the unit with a **detergent** based cleaner.

> ***Warning***
> DO NOT use solvent based cleaners. i.e. Acid or Alcohol based cleaners.
> Solvents may damage the outer casing of the FST.

It is also recommended that the card reader head in the FST be cleaned regularly.
Once a month (depending on site conditions and customer volume).

This can be done using a Cardreader Cleaning Card which are available from PEC - Part No. 884030.

Note: Continual “Card Misread” errors may be rectified by this process. If this does not work, call the help desk.

Printer type

The printer within the FST is a thermal printer. It is a high-speed line printer which uses a thermal sensitive line-dot printing method.

There is no ribbon or toner. The coating on the thermal paper reacts when it comes into contact with the printing head.

A guillotine-type autocutter is mounted directly on the printer module.

Paper type

The thermal paper rolls are available from PEC part number 881100.

It is important you store your spare paper rolls in a cool, dry place.

Do **not** get the paper wet and avoid water ingress when changing the paper roll.

Note: **Do not** use thermal paper that has **not** been approved by PEC or Seiko. To do so will damage the thermal head and void the warranty.
The **correct** type of thermal paper is available from Wickliffe Press.

Changing the printer paper - Pump mounted

When the paper roll is nearly finished, an error message is displayed on the Console and a coloured strip may appear down the side of the receipt paper. This indicates it is time to change the printer paper.

The following picture shows the FST unit mounted in the pump.

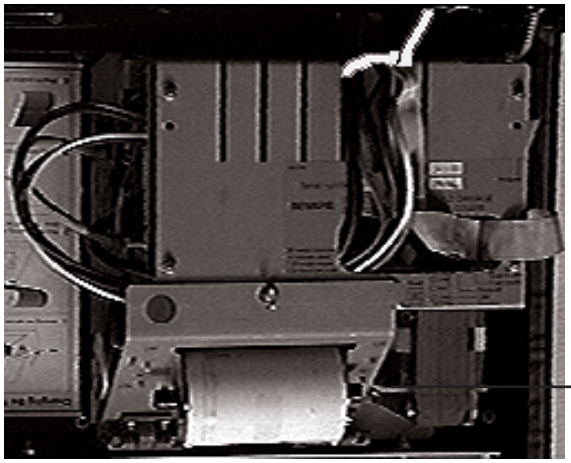
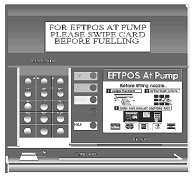


Figure 1 - FST unit with a full paper roll.

Note: Depending on the pump model, the orientation of the FST unit may differ from the orientation of the FST unit shown above.



The instructions for changing the printer paper are detailed on the following pages.

1. Unlock the front panel on the pump. Open the pump door and locate the rear of the FST unit. Locate the receipt printer paper roll.
2. Holding onto each end of the paper roll spindle, carefully remove the empty paper roll from the brackets. If you do not keep hold of the spindle, you take the risk of the spindle falling out and losing it!!

Note: The spindle is held in place by clips. Therefore there is extra tension holding the spindle in place.

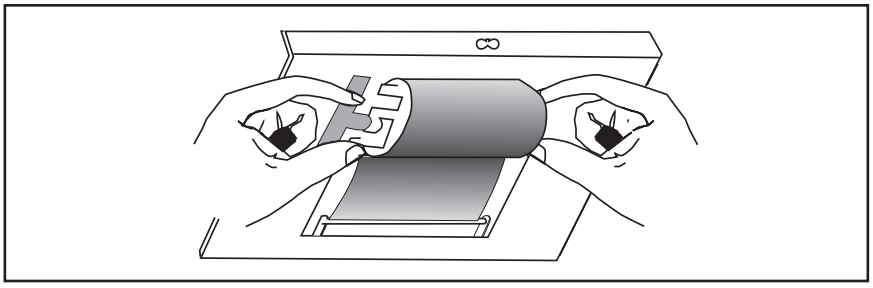


Figure 2 - Releasing the paper roll from the brackets

3. Cut the receipt paper to remove the spent paper roll.

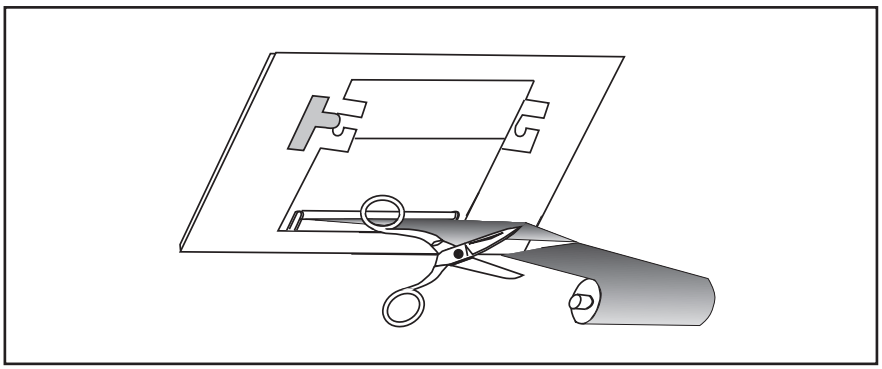


Figure 3 - Removing the spent paper roll

4. Repeatedly press and release the Paper Advance button until the remaining paper exits from the front of the FST unit.

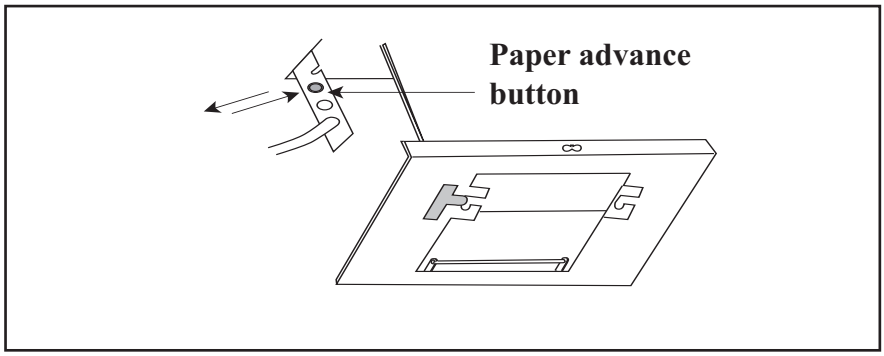


Figure 4 - Advance remaining paper

5. Prepare the new paper roll.
   To ensure the paper feeds correctly, it is important the leading edge of the paper is cut cleanly. Using scissors, cut the end of the roll with a “lead-in” as illustrated below.

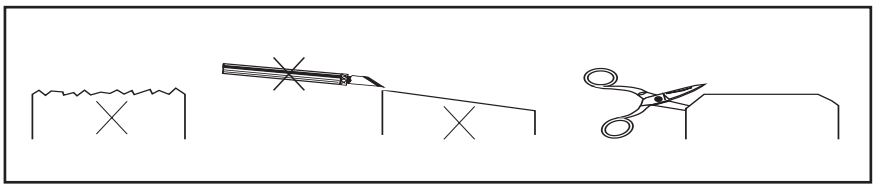


Figure 5 - Cut leading paper edge

6. Prepare the position of the new paper roll and insert the spindle.

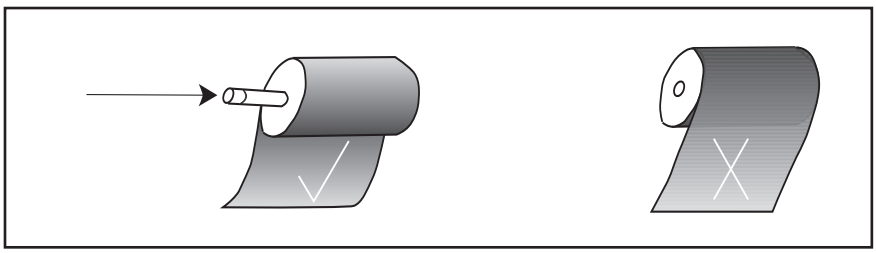
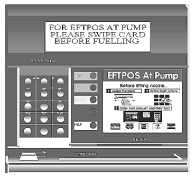


Figure 6 - Prepare paper roll



7. Load the new paper roll onto the brackets.

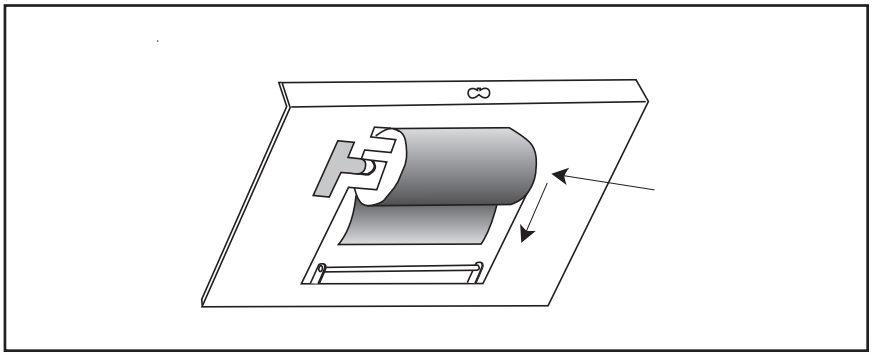


Figure 7 - Load roll into brackets

8. Feed the paper through the printer until it stops. This feeds the paper though the paper feed mechanism, into the printer module.

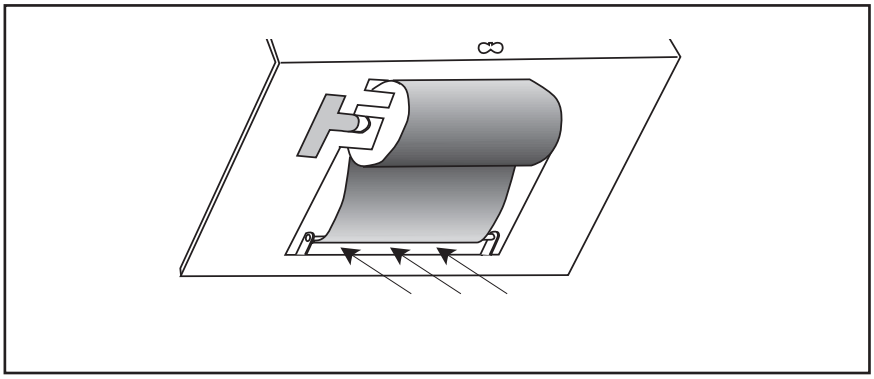


Figure 8 - Feed paper through

9. Locate the paper advance button.
Press and release the paper advance button in quick succession. Repeat this until you see the paper exit from the receipt chute at the front of the FST.

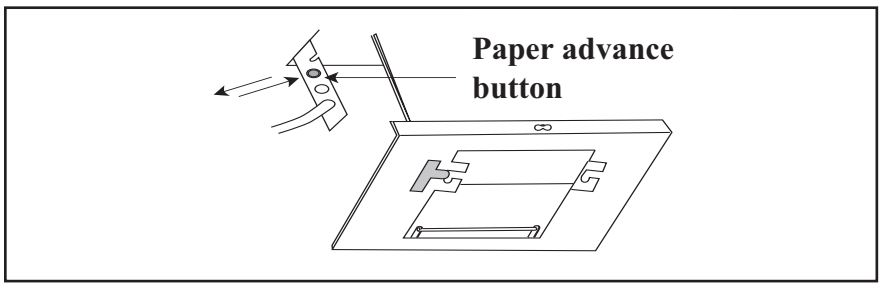


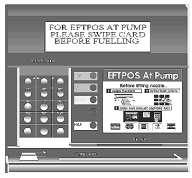
Figure 9 - Advance paper

10. When you can see the receipt paper, hold down the paper advance button until the service menu appears on the FST.

Note: If the paper in the FST does not advance during this procedure. Select the service menu option “3. Paper feed - page backward” until the paper is free and try feeding the paper again. You will need to manually pull the paper back during this process to ensure that it is free from the printer roller.

11. Select “4. test receipt” option of the service menu to print a test receipt.

12. Close and lock the pump’s front panel.



Clearing a paper jam

The following instructions describe how to clear any paper jams within the printer module. Once you have cleared the jam, refer to the earlier section “Changing the printer paper” to cut, feed and realign the receipt paper.

1. Unlock the FST panel.
2. Turn the wing nut on the printer plate 90 degrees anticlockwise to undo.

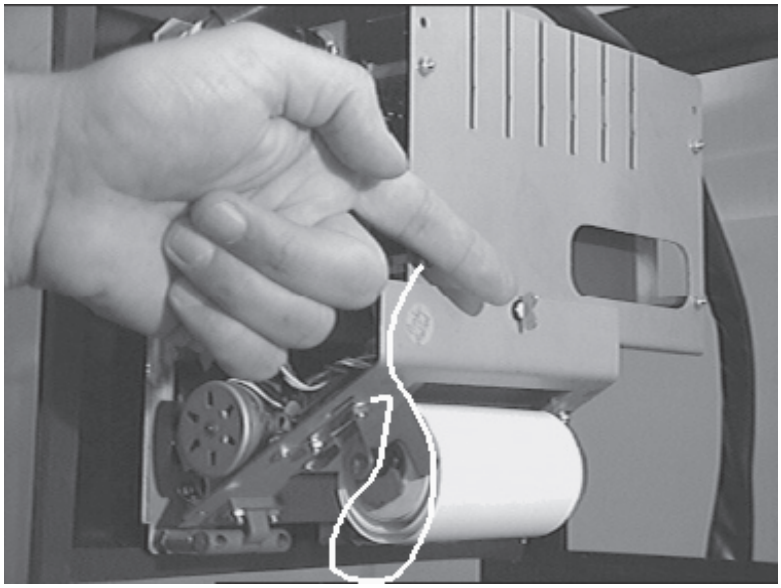


Figure 10 - Location of wing nut

Caution:

DO NOT DISCONNECT the ribbon cable.
If this cable is disconnected with power on, it will DAMAGE the FST printer circuitry.

3. Hinge back the printer assembly to rest on the retaining cord.

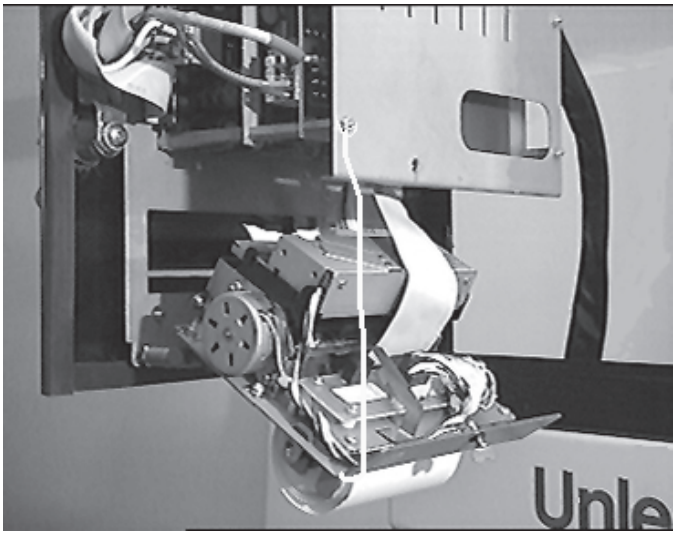


Figure 11 - Opening the printer assembly

4. As you hinge the printer assembly back, any jammed paper should pull out of the receipt chute. If not, remove the paper roll from the unit for better access.

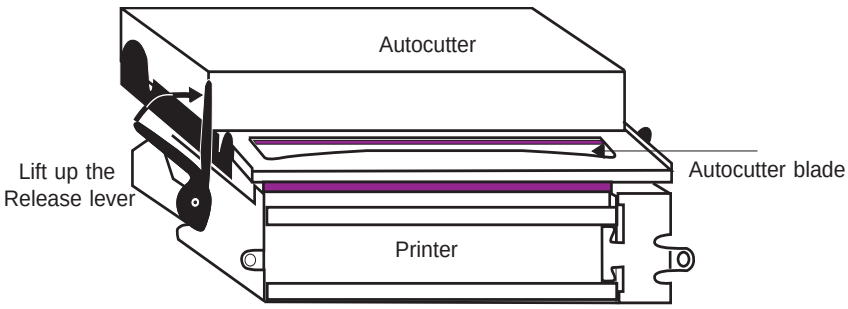
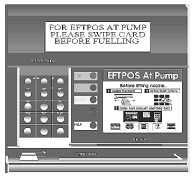


Figure 12 - Location of the release lever

5. Locate the black release lever on the right hand side of the printer and lift it up to release the pressure on the roller. Gently ease the paper out of the paper guide. Stop if there is any resistance, as force may damage the printers internal mechanisms.



6. Return the release lever to the correct position and close the printer.

   If this does **not** clear the paper jam, further investigation is required, and is described in the following procedure.

Caution:

7. Ensure the main power supply to the FST is disconnected **and** wait for the FST display back light to go out before carrying out the following steps.

8. Detach the retaining cord from the backplate to enable better access to the printer assembly.

9. Gently prise off the printer ribbon cable from the printer. This allows the printer unit to fold away from the FST unit.

The following picture is taken from the right front of the FST.

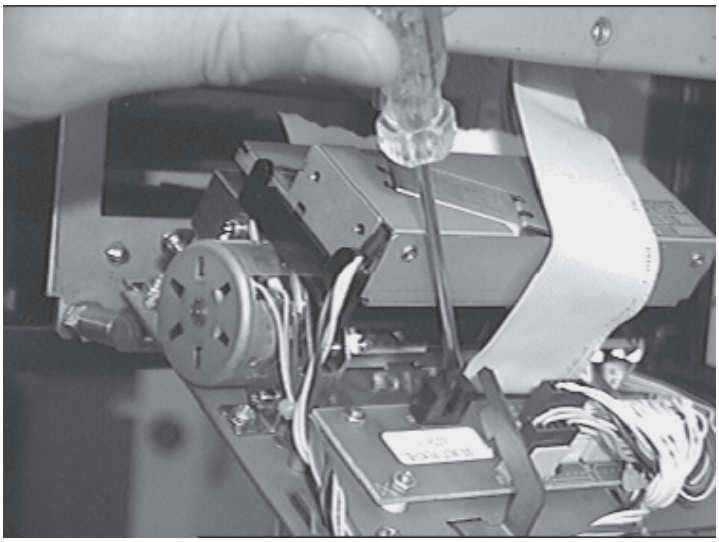


Figure 13 - Printer ribbon cable connection

10. With the thermal printer folded back, the Autocutter unit is accessible. Locate the two black plastic retaining clips (A), that hold the Autocutter in position. Apply outward pressure to the clips to allow the Autocutter unit to hinge away from the adapter mounting plate.

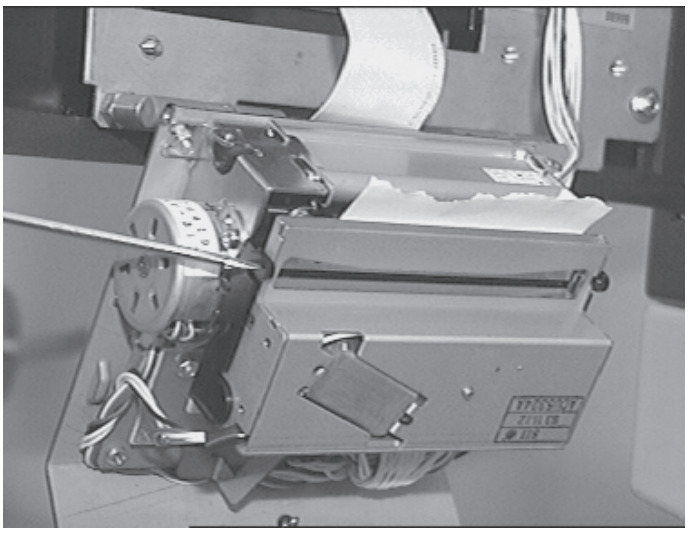


Figure 14 - Releasing autocutter unit

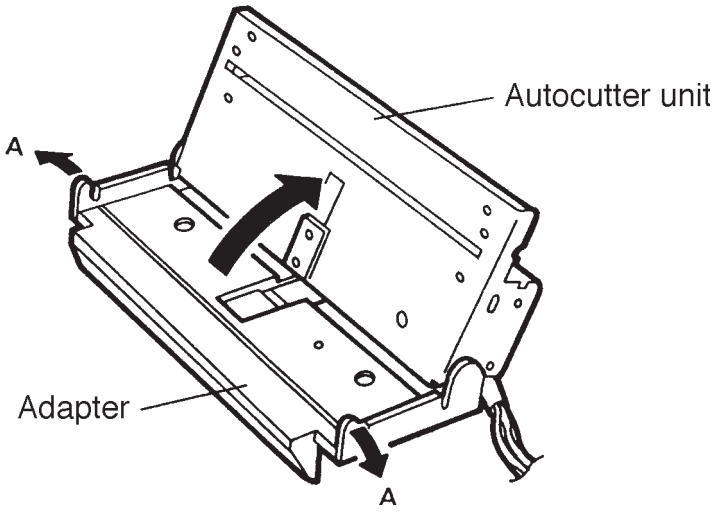
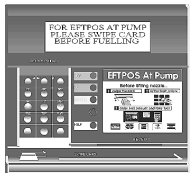


Figure 15 - Open the autocutter unit.



11. Remove the two “Pozidrive” screws that attach the plastic mounting plate to the printer assembly. Carefully un-clip the plastic adapter mounting plate from the printer assembly and place it to one side.

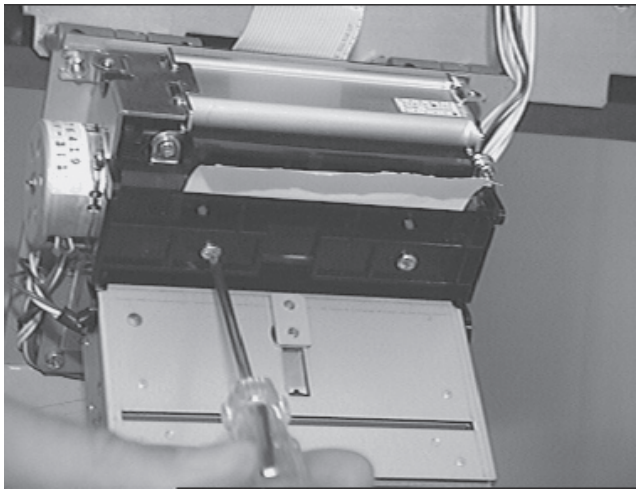


Figure 16 - Adapter mounting plate removal

12. With the printer roller assembly exposed, loosen the two “Phillips” screws holding the printer roller bracket in place. The bracket is under spring pressure and will move away from the roller. The screws are retained by plastic washers.

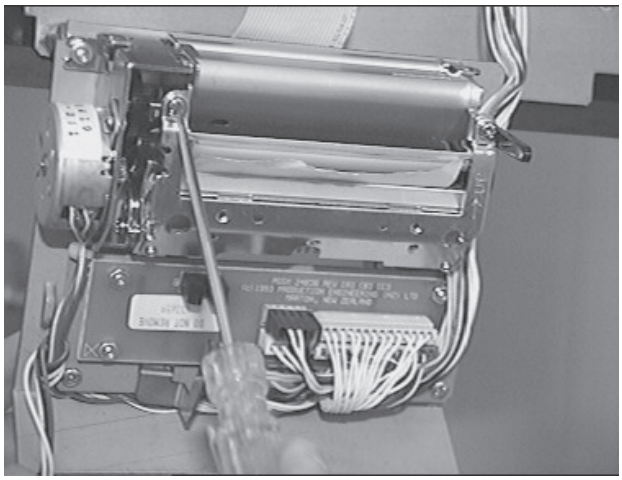


Figure 17 - Roller platen removal, note the position of the cutouts

13. Lift up the roller lever and remove the rubber roller platen. Remove any paper visible and check that the orange plastic strip under the roller is intact and laying flat.

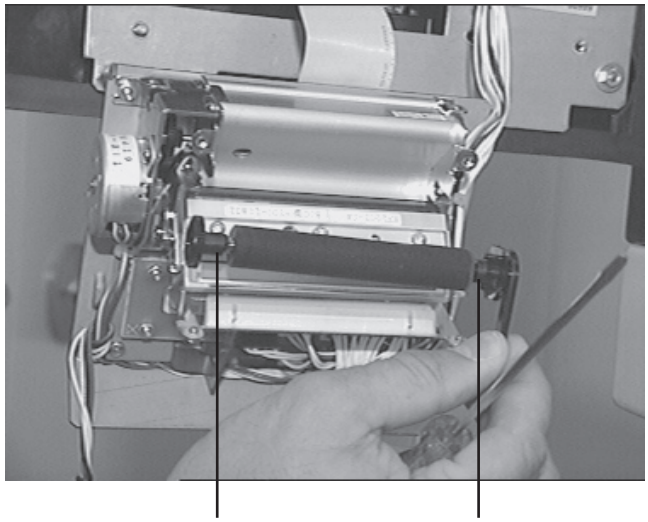


Figure 18 - Cutouts on roller shaft (note the position of the cutouts)

14. Replace the roller platen, ensure that the cutouts on the roller shaft bearings align with the mounting slots, and the roller is fitting flat against the mounting.

    Ensure the printer lever is in the released position, refer to Figure 12.

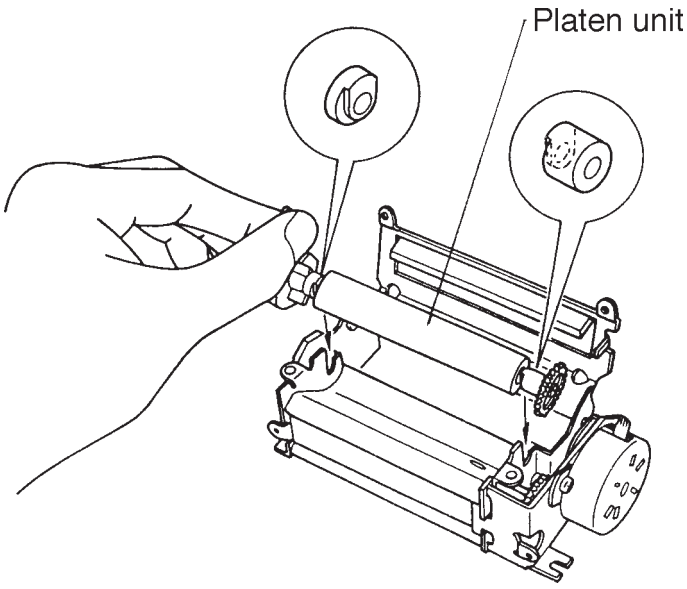
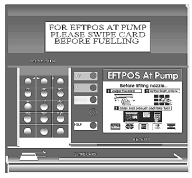


Figure 19 - Reassemble the roller platen



15. Apply slight pressure to the roller bracket and tighten the two screws.

    Check the roller lever operates the printer head correctly.

16. Clip the plastic adapter mounting plate in position. Refer to Figure 16.

    Check the screw holes are aligned and the plate fits flush against the metal roller mounting.

    Replace the two Phillips screws.

17. Fold the Autocutter unit up and press down until the retaining clips click into place. Refer to Figure 15.

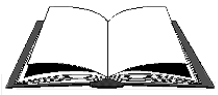
18. Check the plastic paper feed chute in the FST front is located correctly in the centre of the mounting with its lugs placed between the locating pins on the mounting outlet.

19. Connect the printer ribbon cable to the 26 pin connector. Refer to Figure 13.

20. Hinge up the printer assembly and redo the wing nut.

21. Connect the power supply to the FST.

22. Follow the instructions given in the previous section “Changing the printer paper” to cut, feed and realign the receipt paper.

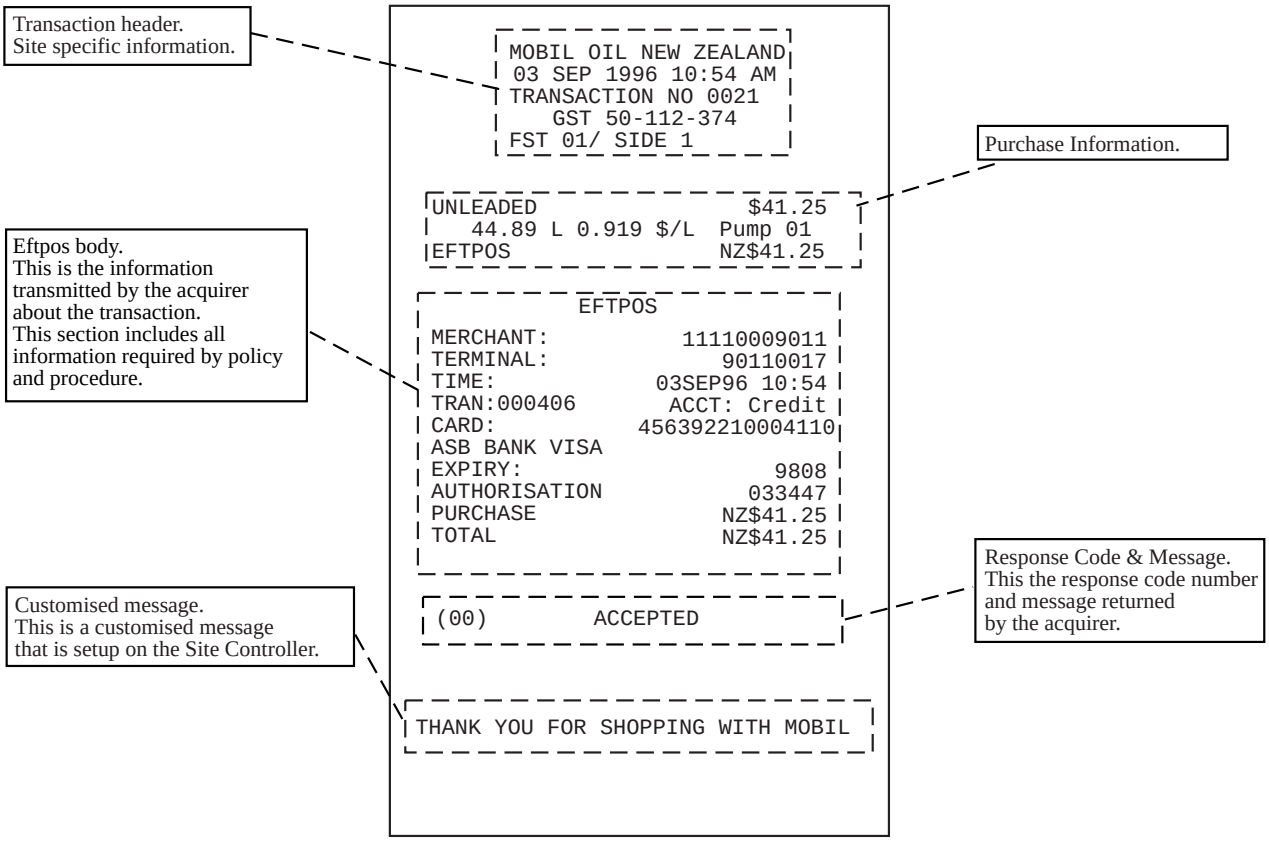


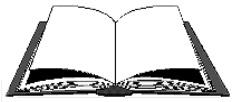
Appendix A

Reports and printouts

FST EFT receipt format

The example receipt below is typical of the EFT receipt format issued by an FST.





Console EFT receipts

A receipt is always printed for each EFT sale; whether the sale is accepted or declined. The following section shows two example receipts.

Accepted

For Signature verification sales a preliminary receipt is printed showing the sale details and includes room for the customer's signature. Once the cashier has verified the customer's signature a final receipt is printed for the customer.

```
                MOBIL BATT ST
                  UPPER HUTT
              03 Sep 1996 01:23 pm
                TRANS NO 0014/01
               GST NO. 47-957-694
            *INVOICE PRICE MAY VARY*


07  UNL PREM                              $30.00
JUICE 300 ML APPLE & ORANGE               $ 2.00
FILM 24 EXP                               $ 8.00
MobilCard                               NZ$ 40.00

********* DUPLICATE RECEIPT ***********

  *----------------MOBIL-----------------*

  MERCHANT:                  311000079010293
  TERMINAL                          02019531
  TIME                       03SEP96  13:24
  TRAN: 000971
  CARD                     7833554888812172
  MobilCard
  EXPIRY:                             9808
  AUTHORISATION:                    D23587
  PURCHASE                        NZ$40.00
  TOTAL                           NZ$40.00
  (08) ACCEPT WITH SIGNATURE
  *DUPLICATE RECEIPT*

  *--------------------------------------*

          THANK YOU FOR SHOPPING WITH US
```

Receipt Header

Sale details.

The remaining information is set as the Footer; which includes...

Acquirer's identification of site and terminal.
Acquirer's reference of the transaction.

Card number and account type.

Acquirer response.

Receipt Footer

Declined

If an EFT transaction is declined a receipt is still printed.
A message initiating from the acquirer is printed on the receipt to indicate why the sale was declined.

The following receipt shows the customer keyed in the incorrect PIN and as a result the transaction was declined.

```
                MOBIL BATT ST
                  UPPER HUTT
              03 Sep 1996 01:23 pm
                TRANS NO 0014/01
               GST NO. 47-957-694
            *INVOICE PRICE MAY VARY*


07  UNL PREM                              $30.00
JUICE 300 ML APPLE & ORANGE               $ 2.00
FILM 24 EXP                               $ 8.00
EFTPOS                                 NZ$ 40.00

  *---------------EFTPOS----------------*

  MERCHANT:                    311000079010293
  TERMINAL                            02019531
  TIME                          03SEP96  13:24
  TRAN:000971                     ACCT: CREDIT
  CARD                        4564911120004220
  ASB BANK VISA  9702
  EXPIRY:                               9808
  AUTHORISATION:                      D23587
  PURCHASE                         NZ$40.00
  TOTAL                            NZ$40.00


                INCORRECT PIN
                  DECLINED
  (55)

  *-------------------------------------*

          THANK YOU FOR SHOPPING WITH US
```

Receipt Header

Sale details.

The remaining information is set as the Footer; which includes...

Acquirer's identification of site and terminal.

Acquirer's reference of the transaction.

Card number and account type.

Acquirer response.

Receipt footer

MobilCard PIN change receipt

Customers with MobilCard can change their PIN at the Console. A receipt is always printed for a MobilCard PIN change; whether the PIN change is accepted or declined.

The following is an example of an accepted MobilCard PIN change:

```
*----------------MOBIL--------------------*
PIN CHANGE
MERCHANT:    311000079010293
TERMINAL           01038351
TIME          03SEP96  13:24
TRAN:                000971
CARD        7833554888812172

(00)            ACCEPTED

*-----------------------------------------*
```

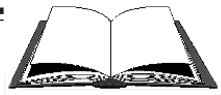
FPP voucher validation receipt

Depending on your site set up, when the Cashier enters a voucher code at the Console a voucher validation receipt may be printed.

The following is an example of a FPP voucher validation receipt:

Date and time voucher code was entered at the Console

```
      Voucher Validation


MOBIL BATT ST
UPPER HUTT
CONSOLE 1 CAHSIER: Frank
30/07/1998 10:30:01


        VOUCHER: 475136
```



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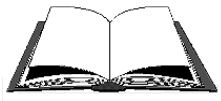

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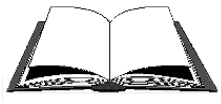

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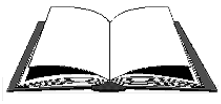

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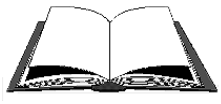

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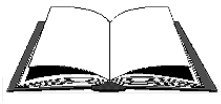

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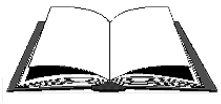

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